TDS TV®

USER GUIDE

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Introduction

As a TDS TV customer, you're at the forefront of the next generation of TV services. Powered by Microsoft® Mediaroom®, TDS TV delivers not only the best programming, but the most advanced technology, too. The result is: TV on your terms, plus home networking capabilties that enable your computers and TVs to be one.

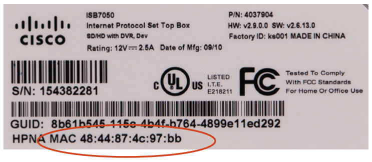
TDS is committed to customer satisfaction. So, if you ever encounter issues or have questions about TDS TV, please call 1-866-44-TDSTV (448-3788). A TDS representative will gladly provide the personal assistance you need—and deserve!

Thanks for being our customer. We look forward to providing you great TV service.

Your Set-Top Box

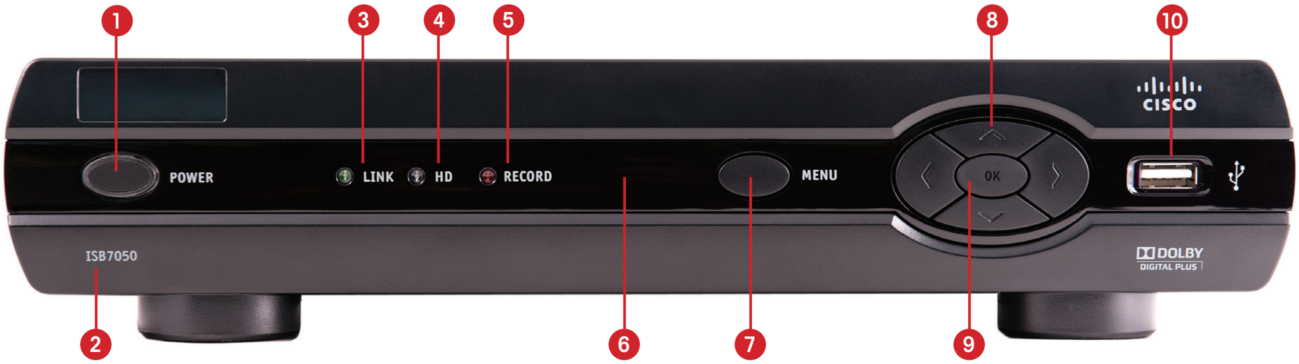
The following details are provided for informational purposes only. Do not change or alter any of the equipment installed by TDS. Also, set-top boxes should remain connected to power to ensure they receive the most current software updates. If the set-top box is disconnected from power, it will take 3 to 4 minutes to reboot once reconnected to power.

At times, TDS may need the MAC address for your set-top box. This will allow us to provide new services remotely, without sending a technician to your home. The 12-character MAC address is printed on the label on the bottom of the set-top box.



CISCO
ISB7050
Internet Protocol Set Top Box
SD/HD with DVR, Dev
Rating: 12V ⎓ 2.5A Date of Mfg: 09/10
P/N: 4037904
HW: v2.9.0.0 SW: v2.6.13.0
Factory ID: ks001 MADE IN CHINA
S/N: 154382281
c UL us LISTED I.T.E. E218211
FC Tested To Comply With FCC Standards For Home Or Office Use
GUID: 8b61b545-115c-4b4f-b764-4899e11ed292
HPNA MAC 48:44:87:4c:97:bb

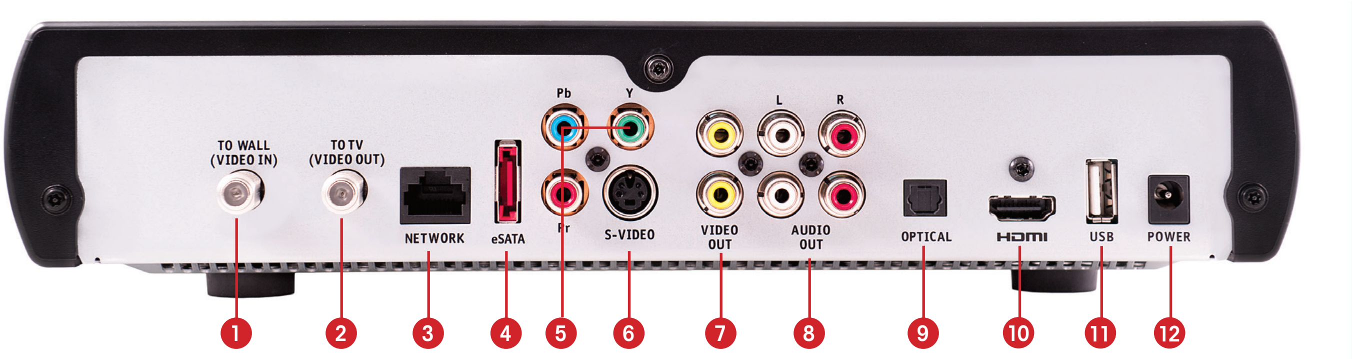
CISCO ISB7050 (Front)



1. Power
2. Model Number
3. Link
4. HD
5. Record
6. IR Sensor
7. Menu
8. Arrow Keys
9. OK
10. USB port

1. **Power** – Turns on the set-top box/DVR or places it in standby mode. To restart the set-top box/DVR, press and hold the POWER button for 10 seconds. The LED is green.
2. **Model Number** – Identifies the model number of your set-top box.
3. **Link** – Indicates network link status. The LED is green.
4. **HD** – Indicates the set-top is set to a resolution of 720p or 1080i. The LED is blue.
5. **Record** – Indicates that a recording is in progress. The LED is red.
6. **IR Sensor** – Receives the infrared signal from the remote control. The sensor is behind the front panel.
7. **Menu** – Accesses the on-screen menu.
8. **Arrow Keys** – Accesses on-screen services (such as the on-screen guide, video-on-demand, or pay-per-view) and navigates menus.
9. **OK** – Selects the current item.
10. **USB port** – USB connector. (optional)

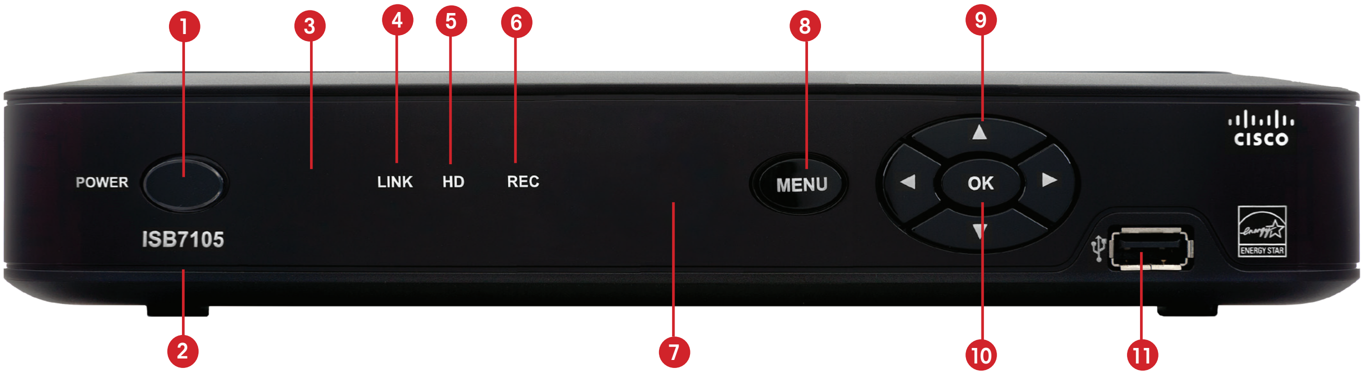
CISCO ISB7050 (Back)



1. To Wall (Video In)
2. To TV (Video Out)
3. Network
4. eSATA Port
5. Component
6. S-Video
7. Video Out
8. Audio Out (L/R)
9. Optical
10. HDMI
11. USB Port
12. Power

1. **To Wall (Video In)** – Connects the set-top to in-house coaxial wiring, if applicable. (optional)
2. **To TV (Video Out)** – Connects to TV. You must set the channel on your TV to the channel designated by TDS (3 is default). To change this, go to the Menu and scroll to Settings. Under General category, select RF output channel. *Note: using the Video Out is not recommended and should only be used when the television has no other input options.*
3. **Network** – Connects to the Ethernet (CAT-5) network at your home, if applicable. This is used when Coaxial cable wiring is not an option.
4. **eSATA Port** – eSATA connector. This is a feature of the set-top box but is not used for TDS TV.
5. **YPbPr** – Connects your set-top box to the component video input (YPbPr) on the HDTV.
6. **S-Video** – Connects an S-Video cable to send an S-Video signal to your TV, VCR, or DVD recorder. This signal is standard-definition but higher quality than other standard-definition TV connections.
7. **Video Out** – Connects to composite input on your HDTV or SDTV. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home-theater system, DVD recorder, or VCR.*
8. **Audio Out (L/R)** – Connects RCA-type cables to Audio Out to send analog audio signals (left and right) to a TV with stereo inputs or to a stereo amplifier. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home theater system, DVD recorder, or VCR.*
9. **Optical** – Connects an optical cable to send a digital audio signal to a surround-sound set-top or other digital audio device.
10. **HDMI** – Connects an HDMI™ (High-Definition Multimedia Interface) cable from the HDTV to the HDMI port. HDMI supports both digital audio and video.
11. **USB Port** – Connects to external USB equipment for using the Personal Media Sharing feature.
12. **Power** – Connects the DC output of the AC power adapter (provided) to deliver power to the set-top box. Use only the AC power adapter provided with the set-top box.

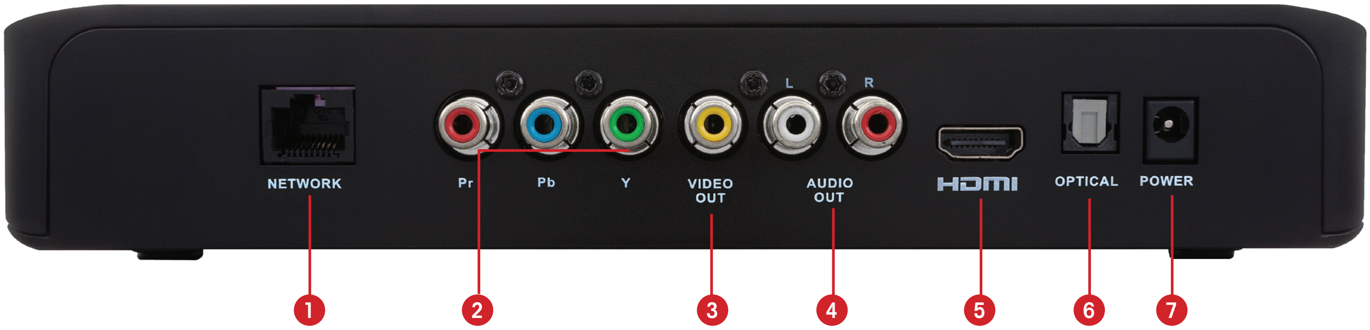
CISCO ISB7105 (Front)



1. Power
2. Model Number
3. Signal Strength Indicator
4. Link
5. HD
6. Record
7. IR Sensor
8. Menu
9. Arrow Keys
10. OK
11. USB port

1. **Power** – Turns on the set-top box/DVR or places it in standby mode. To restart the set-top box/DVR, press and hold the POWER button for 10 seconds. The LED is green.
2. **Model Number** – Identifies the model number of your set-top box.
3. **Signal Strength** —Indicates the strength of the wireless signal from the wireless access point (WAP) to the set-top box. If five lights appear green, the signal is excellent. If not lights appear, no wireless connection is detected. A red dot instead of green lights indicates a lost signal.
4. **Link** – Indicates network link status. The LED is green.
5. **HD** – Indicates the set-top is set to a resolution of 720p or 1080i. The LED is blue.
6. **Record** – Indicates that a recording is in progress. The LED is red.
7. **IR Sensor** – Receives the infrared signal from the remote control. The sensor is behind the front panel.
8. **Menu** – Accesses the on-screen menu.
9. **Arrow Keys** – Accesses on-screen services (such as the on-screen guide, video-on-demand, or pay-per-view) and navigates menus.
10. **OK** – Selects the current item.
11. **USB port** – USB connector. (optional)

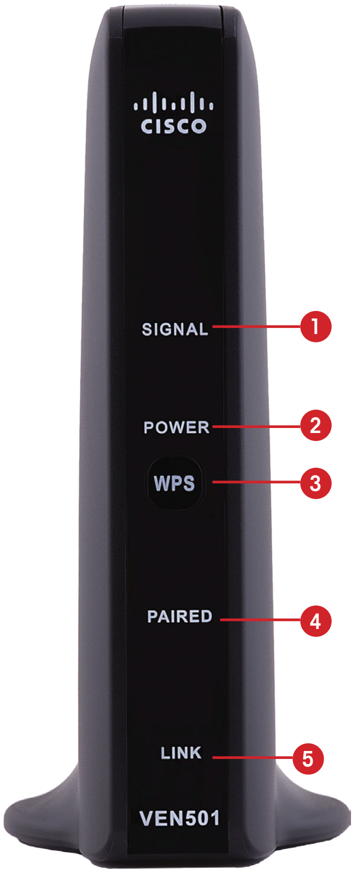
CISCO ISB7105 (Back)



1. Network
2. PrPbY
3. Video Out
4. Audio Out (L/R)
5. HDMI
6. Optical
7. Power

1. **Network** – Connects to the Ethernet (CAT-5) network at your home, if applicable. This is used when Coaxial cable wiring is not an option.
2. **PbPrY** – Connects your set-top box to the component video input (YPbPr) on the HDTV.
3. **Video Out** – Connects to composite input on your HDTV or SDTV. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home-theater system, DVD recorder, or VCR.*
4. **Audio Out (L/R)** – Connects RCA-type cables to Audio Out to send analog audio signals (left and right) to a TV with stereo inputs or to a stereo amplifier. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home theater system, DVD recorder, or VCR.*
5. **HDMI** - Connects an HDMI™ (High-Definition Multimedia Interface) cable from the HDTV to the HDMI port. HDMI supports both digital audio and video.
6. **Optical** – Connects an optical cable to send a digital audio signal to a surround-sound set-top or other digital audio device.
7. **Power** – Connects the DC output of the AC power adapter (provided) to deliver power to the set-top box. Use only the AC power adapter provided with the set-top box.

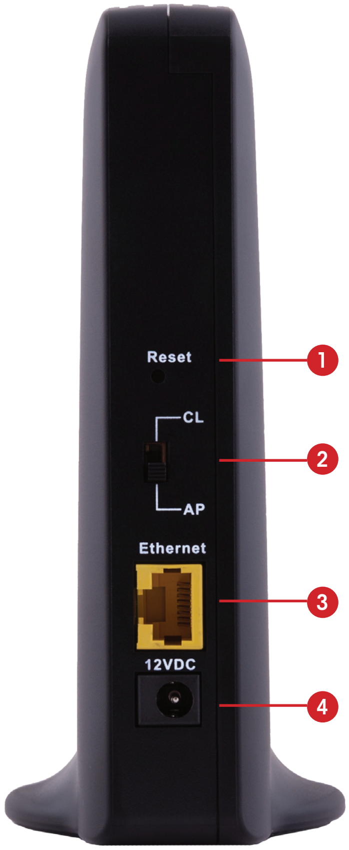
VEN501 WIRELESS ACCESS POINT (FRONT)



1. Signal
2. Power
3. WPS
4. Paired
5. Link

1. **Signal** – Indicates the strength of wireless signal.
2. **Power** – Indicates the power is on (light glows green).
3. **WPS** – Pairs the wireless access point (WAP) with a wireless set-top box.
4. **Paired** – Glows solid green to indicated at least one wireless set-top box is paired. Blinks orange when a pairing is in progress. Flashes green to indicated wireless activity is detected.
5. **Link** – Blinks green to indicate traffic on the residential gateway (RG) connection. When solid green, it means an ethernet link to the RG is detected. If there's no light, the RG is not connected.

VEN501 WIRELESS ACCESS POINT (Back)



1. Reset
2. CL/AP Switch
3. Ethernet Port
4. Power

1. **Reset** – DO NOT PRESS unless instructed by TDS TV customer support.
2. **CL/AP Switch** – Always switch this toward AP.
3. **Ethernet Port** – Connects to the TDS TV residential gateway.
4. **Power** – Connects to the power outlet.

Watching TDS TV

Turning on Your TV

Your set-top box, network hardware, and TV should be connected and plugged in.

The POWER button is green when your set-top box is turned on. The LINK light on your set-top box should be solid green, indicating the set-top box is connected to the network. If the LINK light is not solid green, please check that all wires between the set-top box and residential gateway are secure. And, make sure the Internet light on the gateway is green. If not, try to power cycle the gateway. If these troubleshooting tips are not successful, contact a TDS TV customer-service representative at 1-866-44 TDS TV for assistance.

Now, follow these steps:

1. Press the power button on your TV or on your TV remote control to turn your TV on.
2. Press the **POWER** button on your set-top box remote control to turn on the signal from the set-top box.

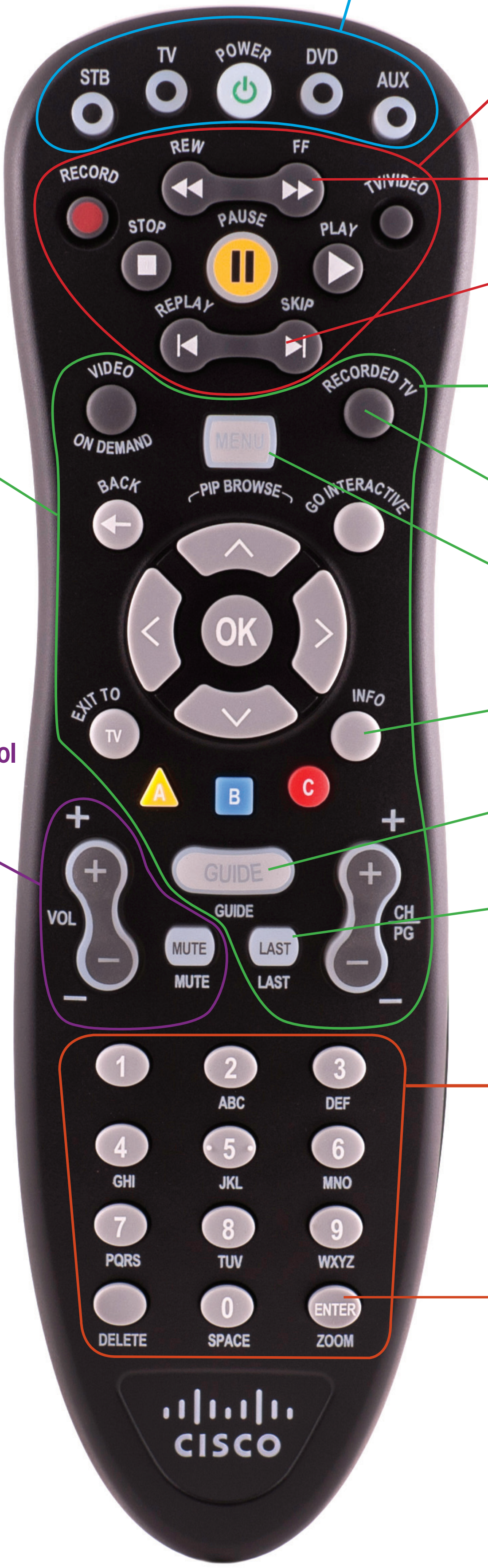
NOTE: The set-top box will automatically go into stand-by after 8 hours of inactivity.

Using Your TDS TV Set-Top Box Remote Control

Note: Unless otherwise specified in this document, the term remote control refers to the set-top box Universal Remote Control provided with TDS TV, not your TV remote control or any other remote control. Use the set-top box remote control, not the remote control that came with your TV, to control TDS TV.

Important remote control buttons and descriptions of how you use them are listed on the following pages.

CISCO Remote Control: Quick Reference


STB
TV
POWER
DVD
AUX
REW
FF
RECORD
TV/VIDEO
STOP
PAUSE
PLAY
REPLAY
SKIP
VIDEO
ON DEMAND
RECORDED TV
MENU
BACK
PIP BROWSE
GO INTERACTIVE
OK
EXIT TO
TV
INFO
A
B
C
+
VOL
–
GUIDE
GUIDE
MUTE
MUTE
LAST
LAST
CH
PG
1
2
ABC
3
DEF
4
GHI
5
JKL
6
MNO
7
PQRS
8
TUV
9
WXYZ
DELETE
0
SPACE
ENTER
ZOOM
CISCO

① **Device Control:** Power on/off for devices programmed to work with remote

② **DVR, VOD, DVD, VCR Control:** Control recording and DVR functions

Advance by day through the Guide

DVR jump forward or back

③ **Viewing and Browsing Control** Control recording and DVR functions

Access Video-On-Demand Store

Access DVR recordings

Access TDS TV features

Program description and original air date

Access Interactive Guide

Displays last 5 channels viewed

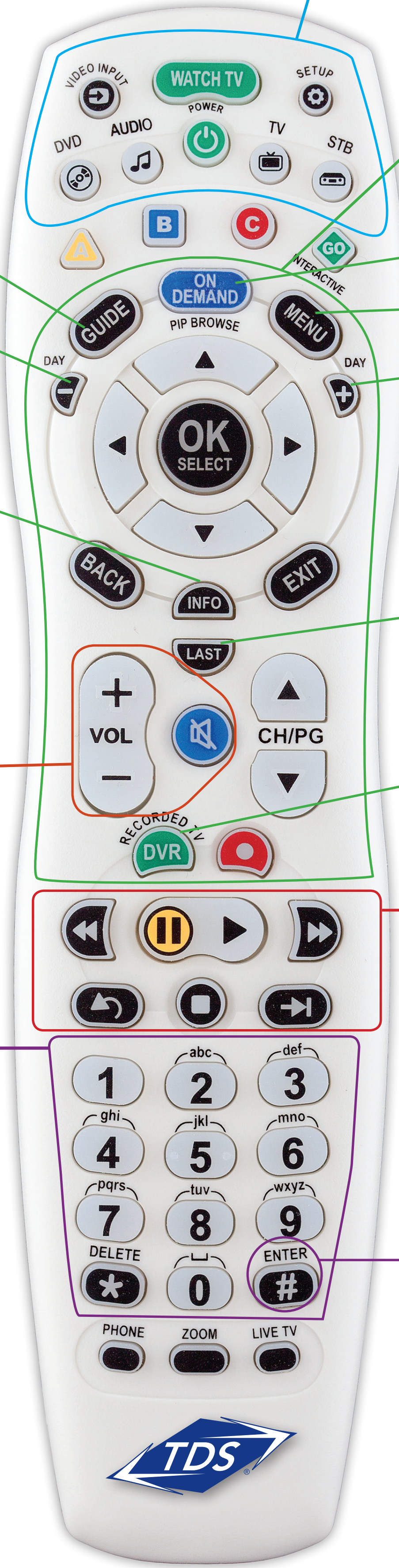
④ **Volume Control**

⑤ **Numeric Keys** Enters channel numbers, text, remote codes and parental control PIN

Quick Key for:

- "Viewing Options" Menu for favorites list, parental controls, and closed captioning

TDS Remote Control: Quick Reference


VIDEO INPUT
WATCH TV
SETUP
POWER
DVD
AUDIO
TV
STB
B
C
A
GO
INTERACTIVE
ON DEMAND
GUIDE
MENU
PIP BROWSE
DAY
DAY
OK
SELECT
BACK
EXIT
INFO
LAST
VOL
CH/PG
RECORDED TV
DVR
1
2
abc
3
def
4
ghi
5
jkl
6
mno
7
pqrs
8
tuv
9
wxyz
DELETE
0
ENTER
#
PHONE
ZOOM
LIVE TV
TDS

① **Device Control:** Power on/off for devices programmed to work with remote

② **Viewing and Browsing Control**
Control recording and DVR functions

Access Interactive Guide

Access On Demand Store

Advance by day through the Guide

Access TDS TV features

Advance by day through the Guide

Program description and original air date

Displays last 5 channels viewed

⑤ **Volume Control**

Access DVR recordings

③ **DVR, VOD, DVD, VCR Control:** Control recording and DVR functions

④ **Numeric Keys**
Enters channel numbers, text, remote codes and parental control PIN

ENTER Button:
Quick Key for:

- "Viewing Options" Menu for favorites list, parental controls, and closed captioning

Programming Your CISCO Remote Control

The Universal Remote Control provided with your TDS TV set-top box can be programmed to operate other devices such as your TV, DVD, Home Theater System, or VCR.

Automatic Search for TV and DVD Codes

1. Turn on the device you want to assign to the TV or DVD button.
2. Point the remote at the device.
3. While pressing and holding a selected mode button (TV or DVD), press the **OK** button. For example, to search for a TV code, press and hold TV and OK at the same time.
4. Release both buttons. All the mode buttons blink twice.
5. Enter the programming code **9 2 2** using the numbers on the remote. The mode button you selected in step 3 blinks twice to indicate a successful entry.
6. Point the remote toward the device and press **PLAY**. Repeatedly press **PLAY** (i.e. don't hold play) until the device powers off.
7. Once powered off, press **ENTER** on your remote control to save the settings. The mode button flashes three times indicating a successful entry.

Automatic Search for Auxiliary Devices

1. Turn on the device you want to assign to the AUX button.
2. Point the remote at the device.
3. While pressing and holding the **AUX** button, press the **OK** button.
4. Release both the **AUX** and **OK** buttons. All the mode buttons blink twice.
5. Enter the programming code **9 2 2** using the numbers on the remote. The AUX button blinks twice to indicate a successful entry.
6. Press the **PLAY** button, choose one of the following device categories. Use the numbers on the remote, press the assigned number (**1 – 4**) based on the following list:

   1 = VCR
   2 = Receiver/Tuners
   3 = Amplifiers
   4 = Home Theater System

7. Point the remote toward the device and press **PLAY**. Repeatedly press **PLAY** (i.e. don't hold play) until the device powers off.
8. Once powered off, press **ENTER** on your remote control to save the settings. The mode button flashes three times indicating a successful entry.

Control Power of Multiple Devices at Once

1. Press and hold the **STB** mode button on the remote.
2. Without releasing the STB button, press and hold the **OK** button.
3. Release both buttons. All the mode buttons blink twice.
4. Enter the programming code **9 7 7** using the numbers on the remote control. The STB mode button blinks twice to indicate a successful entry.
5. For the first device, press the button of the device you wish to program (TV, DVD, or AUX). The device will blink twice. Then press the **STB** button. The STB button will blink twice.
6. For the second device, press the applicable mode button (**TV**, **DVD**, or **AUX**). The selected mode button blinks twice.
7. Repeat step 6 for up to two more devices (total of four devices).
8. Press the **ENTER** button to complete the power switch control programming. The last selected mode button blinks 3 times to indicate a successful entry.

Resetting the CISCO Remote to Factory Default Settings (Program Code 900)

1. Press and hold the **STB** mode button on the remote.
2. Without releasing the **STB** button, press and hold the OK key.
3. Release both buttons and all mode keys blink twice.
4. Enter the programming code **9 0 0** by pressing the numeric buttons on the remote control. The STB mode key blinks four times to indicate you have successfully reset the remote to factory default settings.

Programming your TDS-Branded Remote Control

Automatic search for other device codes

1. Turn on the device you wish to program to your remote.
2. Point the remote at the device and press and hold the **SETUP** button located in the upper right-hand corner of the remote until the LED light blinks twice.
3. Press the button for the device you'd like to program: **DVD, Audio or TV.**
4. Press and hold the **OK** button. The LED light for the device you selected will flash each time it tries a new code. Once your device powers off, release the **OK** button and your device will be programmed.

Manually program your device with code

1. On your favorite browser, go to: www.urcsupport.com
2. Use the "Select Your Remote Model # "Dropdown box and select "2025G Eclypse".
3. Your browser will redirect you automatically to the Remote Support.
4. Once on the page, use the tabs at the top to select the type of device you wish to program your remote to: Television, Video-DVD, Audio, Video-VCR
5. Once you have selected your type of device, type in the Brand of the device, and the model (if known), and click on Search.
6. The website will display the search results below for your specific model device or the most popular code for the brand you typed in.
7. Point your remote at the associated Set Top Box and press and hold the **SETUP** located in the upper right-hand corner of the remote until the LED light blinks twice.
8. Press the button for the device you'd like to program: **DVD, Audio or TV.**
9. On the keypad, enter the 4-digit code you received from the website and press the **OK** button or **POWER** button.
10. If your device shuts off, the code was accepted and your remote was programmed successfully. If your device does not shut off, repeat steps 7-9 trying each code listed for your brand until you find the correct code. If none of the codes work for your brand, try the Automatic Search method.

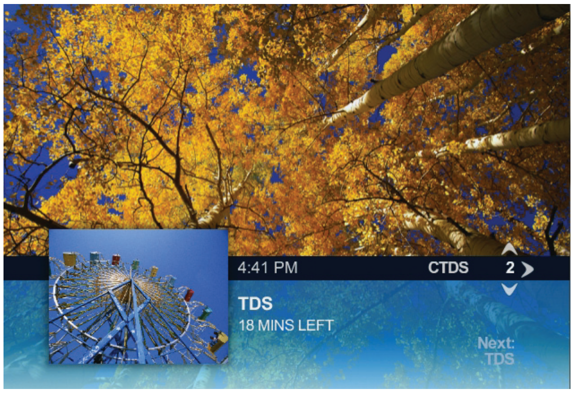
Seeing What Else Is On Without Changing Channels

While watching full-screen TV, use the arrow buttons under BROWSE on your remote control to see what is playing on other channels without leaving the show you are watching.

Here's how:

1. Press any arrow button on your remote control to display the browse panel. It will appear at the bottom of your screen while your TV remains tuned to the program you are watching.
2. Press the **UP ARROW** or **DOWN ARROW** button to step through programs that are currently playing.

   For each program, the browse panel displays the title, a picture-in-picture (PIP), and relevant information like start and end times or price of a video.



3. Press the **RIGHT ARROW** and **LEFT ARROW** button to step through programs playing later on the channel selected in the browse panel.
4. Press the **OK** button to tune to the program shown in the browse panel or to find out more about the program if it is not yet playing.
5. Press the **EXIT TO TV** button on the remote control to close the browse panel.

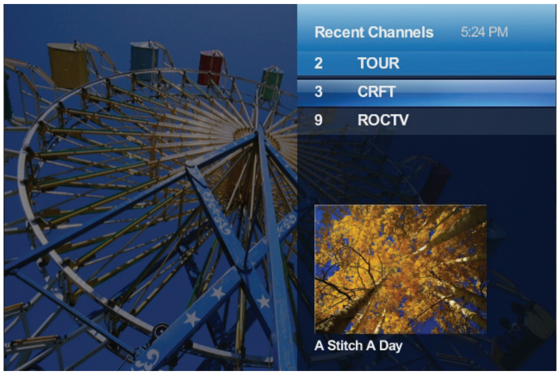
Viewing Recent Channels

You can view the last five channels you have visited since turning on your set-top box.

Note: This functionality doesn't work when you're looking at the program guide or another TDS TV screen.

To view your recent channels:

1. Press the **LAST** button on your remote control. The recent channel panel appears on the right side of your screen and displays channel information and a PIP of the highlighted channel.



2 TOUR
3 CRFT
9 ROCTV

2. Press the **UP ARROW** or **DOWN ARROW** button to step through the previous five channels you visited. If you've tuned to less than five channels, only the channels you've visited appear in the recent channel panel. If you've tuned to a channel more than once it appears as a single entry.
3. Press the **OK** button to tune to the program highlighted in the recent panel.
4. Press the **EXIT TO TV** button to close the recent channel panel.

Navigating Through Menus and Screens

Navigate channels, menus, screens, and select programs and other items using the arrow and OK buttons on your remote control.

To select items in TDS TV menus and screens:

1. Press the appropriate **arrow** buttons on your remote control to move the highlight right, left, up, or down.

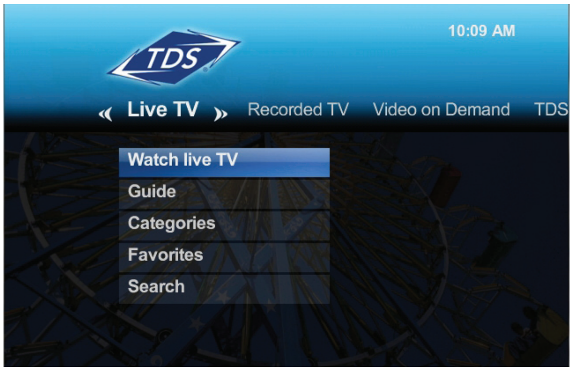
   The highlight shows your selection.
2. Press the **OK** button to make your selection.
3. Press the **BACK** button to return to the previous screen.

Using the Menu Screen

The Menu screen provides access to TDS TV features.

To display the Menu screen:

1. Press the **MENU** button on your remote control. The Menu screen appears.



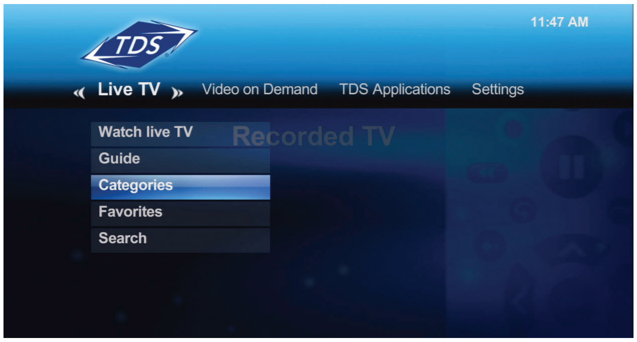
2. Use the **RIGHT ARROW** and **LEFT ARROW** buttons to select a heading (e.g. Live TV) on the horizontal menu bar.
3. Use the **UP ARROW** and **DOWN ARROW** buttons to highlight an item under the heading (e.g. Watch live TV)
4. Press the **OK** button to select the item.
5. Press **MENU** or **EXIT** to close the main menu.

Using Categories

Within the Live TV submenu you'll find the Categories option. Categories is an alternative guide view, which groups channels by genre (local, movies, sports, news, etc.)

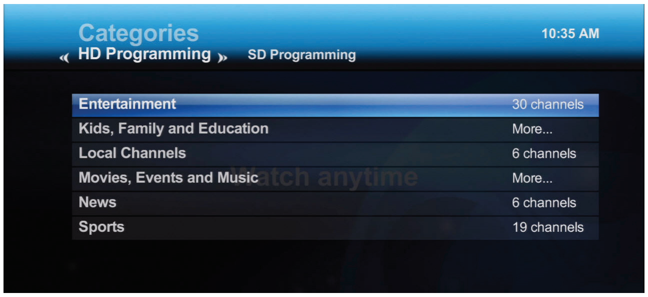
To access Categories, do this:

1. Press the **MENU** button on your remote control. The menu screen appears.



2. Select the "Live TV" submenu.
3. Use the **DOWN ARROW** button to highlight Categories and press **OK**.

   The Categories screen appears. The main categories (HD Channels and SD Channels) are listed across the top of the page. Genre categories are listed under each main category.



Entertainment	30 channels
Kids, Family and Education	More...
Local Channels	6 channels
Movies, Events and Music	More...
News	6 channels
Sports	19 channels

4. Use the **UP and DOWN ARROW** buttons to highlight a category, and then press **OK**.

   A filtered program guide appears, showing all the channels in the selected category.

   NOTE: Exit Categories by pressing **Exit to TV** on the remote control. It will return you to the full, unfiltered guide.

Using the Program Guide

Find and select TV programs, recorded shows, and rented videos in the program guide.

To do this:

1. Press the **GUIDE** button on the remote control. The Guide screen appears.
2. Press the **CHANNEL/PAGE** button or the **UP ARROW** and **DOWN ARROW** buttons to scroll vertically through the program guide. Press the **RIGHT ARROW** and **LEFT ARROW** buttons to scroll horizontally through the program guide.

   Note: Use the REW and FF buttons on the remote to advance by day through the guide.

3. To watch the selected program, press the **OK** button. If the program is currently available, it begins playing. If the program is not available because it is scheduled for a later time, a Program info screen appears.
4. Use the arrow buttons and the OK button to select one of the options provided on the Program info screen (e.g. Record episode). Or, press the **BACK** button to return to the program guide. The options provided on the Program info screen depend on the type of program selected and when the program is playing.

Using the Program Info Screen

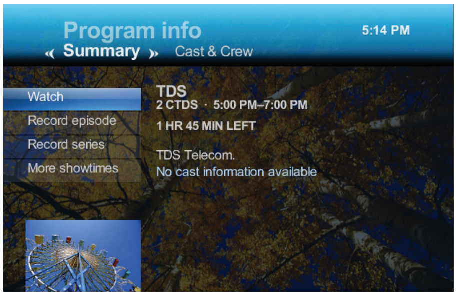
Learn more information about a selected program or perform various actions related to a program, such as renting or watching it.

To display more information about a program while you're viewing the program guide:

1. Use your remote control's arrow buttons to select the program on the Guide screen.
2. Press the **INFO** button on the remote control. The info screen will appear.

To display more information about a program you are watching in full-screen mode:

1. Press **INFO** while watching the program.



TDS
2 CTDS · 5:00 PM–7:00 PM
1 HR 45 MIN LEFT

TDS Telecom.
No cast information available

The Summary option on the horizontal menu bar displays information about the program. The Summary screen also displays options appropriate for the type of program, such as Rent and Watch preview for a video, or Watch, Record episode, Record series, and More Showtimes for a currently playing live TV program.

The People Search option on the horizontal menu bar displays search results for cast members of the episode or series. This list is the same list that appears when you search for programs by person.

Using the Video-on-Demand Channel

In the program guide, the video-on-demand (VOD) channel is indicated with the call letters 1000 VIDEO. The channel has two functions:

- It shows VOD programs you have currently rented. (The program guide will show the VOD program's title in the channel listing.)
- If you don't have any VOD programs rented, it displays the video-on-demand screen, where you can rent videos. For more information, see Renting Videos from the Video on Demand Screen. (You can also reach the video-on-demand screen by pressing the **Video on Demand** button on the remote control.)

Turning Off the Screen Saver

If a still image is left o your TV for more than 30 minutes, TDS TV automatically switches to a screen saver. To turn off the screen saver, press any button on your remote control.

Turning Off the Television

The **POWER** button on your remote control turns off the signal from the set-top box and your TV.

To stop watching TV:

1. Press the **POWER** button on your remote control to turn off the signal from the set-top box to the TV.

   Your display goes black and audio turns off.

   Note: While the set-top box is in standby mode (off), it continues to record all shows scheduled to record. If you press the **POWER** button on the remote control while a show is being recorded, the set-top box enters standby mode but finishes recording the program. For more information, see Recording TV Programs.

2. Press the **POWER** button on your TV or on your TV remote control to turn off your TV.

Controlling Live (Real-Time) TV

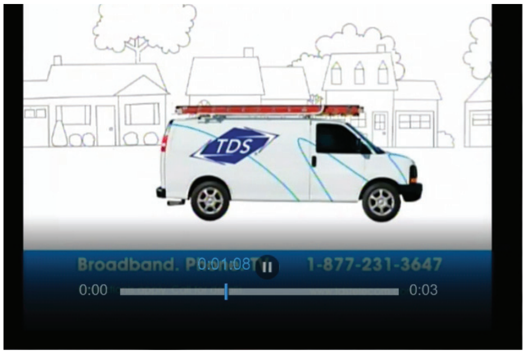
With TDS TV, you can control live TV programming: pause, rewind, and fast-forward.

Here's how:

1. Press the **PAUSE** button on your remote control to freeze your current program for up to 90 minutes.

   You'll see the frozen program, along with an indicator, which displays:

   - The paused time (shown as a vertical line with the time below it).
   - And the amount of time elapsed since you paused the program (shown as the shaded area after pause time).

   If you pause longer than 90 minutes, the program automatically begins playing again from the point at which you paused it.

2. Press **PLAY** or **PAUSE** to resume the program from the point at which you paused it.

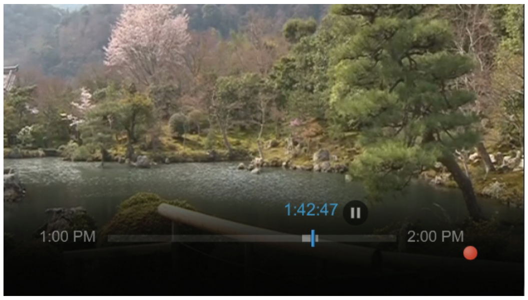
   You can also do the following:

   - Press **FF** or **SKIP** to fast-forward continuously or skip forward in short segments up to the point at which the program is playing in real time. Press **FF** once, twice, or three times to increase your fast-forward speed.
   - Press **REW** or **REPLAY** to rewind continuously or skip backward in short segments. Press **REW** once, twice, or three times to increase your rewind speed.

The Progress Indicator for Recording Live TV

Press **PLAY** to display the progress indicator for recording live TV shows. This indicator shows:

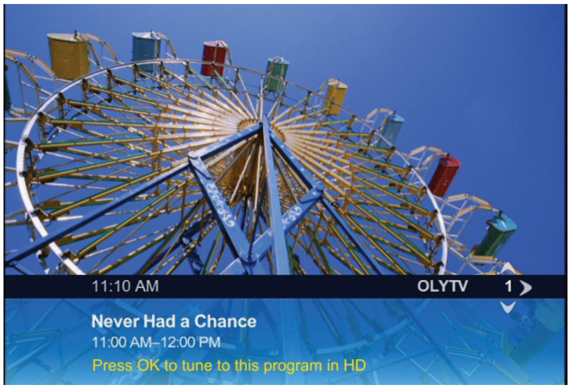
- The point you are watching in the recorded portion, indicated by a vertical line with the time below it.
- How far you can rewind or fast-forward, indicated by the shaded areas before and after the point in the program you are currently watching.
- The point at which you would be watching live TV, indicated by the end of the forward shading.



Note: The progress indicator disappears after a few seconds.

Jump to HD

If you are tuned to an SD channel and there is an HD channel available, a message appears along the bottom bar in yellow that states "Press Ok to tune to the program in HD".



11:10 AM OLYTV 1

Never Had a Chance
11:00 AM–12:00 PM
Press OK to tune to this program in HD

Recording TV Programs

With a TDS TV Connected-Home DVR, you can watch TV when it's convenient for you! Schedule your favorite shows and movies to record and replay them whenever you want. Pause live TV so you don't miss a moment of your favorite show and fast-forward and rewind to move frame by frame. You'll never miss a moment of the action!

You can record a single program or schedule the recording of an entire series. It's completely up to you.

Recording a Single Program

Recording the Program You Are Watching

1. While watching a program, press the **RECORD** button on your remote control. Recording begins immediately and stops automatically at the end of the program.

   The message "Recording" will flash on the screen. The red RECORD light on your DVR lights up and remains on while the program is recording.

   NOTE: Avoid shutting off the power to your set-top box for at least an hour after your recording has finished. If you turn off power to your set-top box immediately after a recording finishes, there is a slight possibility your recording may be lost.

Stopping the Recording of the Program You Are Watching

1. Press the **STOP** button on your remote control while watching a program.
2. A message appears enabling you to stop or continue recording. Select Stop recording, and then press **OK**.

   The message "Recording stopped" appears. The program guide no longer displays a red dot in the grid cell for that program.

   Note: To continue recording, select Keep recording, and then press the **OK** button.

Here’s how to close a recording after it finishes playing:

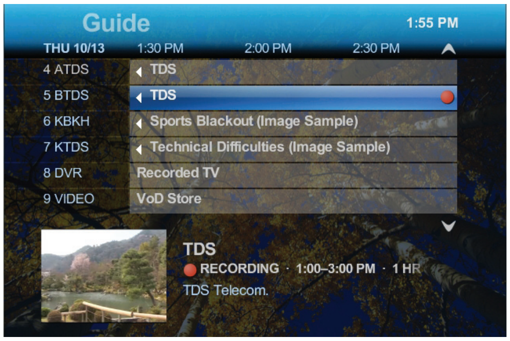
1. Use the arrow buttons on your remote control to select Recorded TV on the Finished screen. Then, press the **OK** button.
2. The Recorded TV screen appears and displays a list of your recordings. For more information, see Watching a Recorded Program.
3. Use the arrow buttons on your remote control to select Watch Live TV on the Finished screen. Then, press the **OK** button.

Note: Select Start over to start watching the program again from the beginning, or you can select Erase to stop watching the program and erase it permanently.

Determining If a Program Is Recording

There are several ways to determine whether a program that is currently playing is recording:

- Look at the RECORD light on your DVR. It is lit while a program is being recorded.
- Tune to the program, and then press **INFO** on the remote control. A Program info screen appears. If the program is recording, the Program info screen displays a red dot next to the name of the program. The red dot is displayed on the Program info screen on all set-top boxes in your home, even if you are not currently viewing television on a DVR-enabled device.
- Press **GUIDE** on the remote control and look for the red dot in the program guide cell for the program. The red dot is displayed in the GUIDE on all set-top boxes in your home.



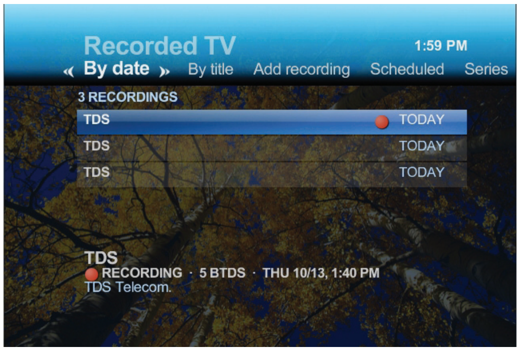
Guide 1:55 PM

THU 10/13	1:30 PM 2:00 PM 2:30 PM
4 ATDS	TDS
5 BTDS	TDS ●
6 KBKH	Sports Blackout (Image Sample)
7 KTDS	Technical Difficulties (Image Sample)
8 DVR	Recorded TV
9 VIDEO	VoD Store

TDS
● RECORDING · 1:00–3:00 PM · 1 HR
TDS Telecom.

- Press **RECORDED TV** on the remote control to go to the Recorded TV screen.

  The Recorded TV screen displays the title of a recorded program as soon as it begins recording. In addition, a red dot next to the program’s title indicates the program is currently being recorded. The red dot is displayed on the Recorded TV screen on all set-top boxes in your home.



Recorded TV 1:59 PM
« By date » By title Add recording Scheduled Series

3 RECORDINGS

TDS	●	TODAY
TDS		TODAY
TDS		TODAY

TDS
● RECORDING · 5 BTDS · THU 10/13, 1:40 PM
TDS Telecom.

Record a Single Program Using the Program Guide

Use the program guide to record a program that's currently showing or to schedule a recording for a future program. You can record programs until their scheduled end or add extra time to the recording. This can be done from any set-top box in your home.

To record a program until its scheduled end:

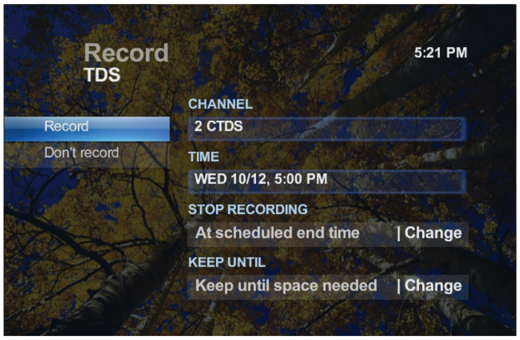
1. Press **GUIDE** on your remote control. Then, use the arrow buttons to move through the listings to a program that you want to record.
2. Press the **RECORD** button on your remote control.

   A red dot in the program guide cell indicates that the program is scheduled to record. If the program is currently playing, recording begins immediately. A "Recording" message appears briefly on your screen. And, the RECORDING light on your DVR-enabled device lights up and remains on while the program is recording.

   Note: To schedule a series recording, press the **RECORD** button twice on the program's name in the program guide. Three overlapping dots will appear (see Recording a Series). If you schedule a series recording by mistake, press **RECORD** a third time to cancel the recording. Then press **RECORD** again to schedule the individual recording.

To record a program with extra time added at the end, here's what you do:

1. Press **GUIDE** on your remote control. Then, use the arrow buttons to move through the listings to a program you want to record.
2. Press the **INFO** button.
3. On the Program info screen, select Record episode, press the **OK** button. The Record episode screen appears.
4. To add extra time to the end of your recording (padding) to ensure the entire program or each entire episode is recorded, use the arrow buttons to highlight the setting under STOP RECORDING, then press **OK**. The following list of options appears:


Record
TDS
5:21 PM
CHANNEL
2 CTDS
TIME
WED 10/12, 5:00 PM
STOP RECORDING
At scheduled end time
KEEP UNTIL
Keep until space needed

   - At scheduled time
   - 5 minutes after
   - 15 minutes after
   - 30 minutes after
   - 1 hour after
   - 2 hours after
   - 3 hours after

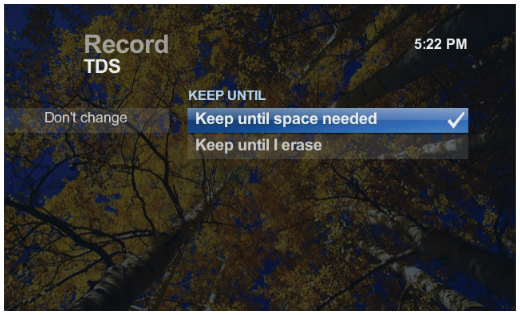
5. Select the amount of time you want to add, then press **OK**.

   You are returned to the Record episode screen.

   Note: Select Don't change and press **OK** to keep your current setting.

6. When you are finished customizing your settings, select Record and press the **OK** button on your remote control. **To change how long the recording will be stored do this:**

   a) Select the text under KEEP UNTIL and press the **OK** button on your remote control. The Record Episode: KEEP UNTIL screen appears:



   Select one of the following options and press **OK**:

   • ***Keep until space needed***: Erase the program automatically when space is needed for a new recording.

   • ***Keep until I erase***: Store the program until you choose to erase it.

7. When you are finished customizing your settings, select Record and press the **OK** button on your remote control.

Manually Record a Single Program Using Channel, Date, and Time

Manually schedule a recording by specifying the channel, date, time, and duration. You can only schedule one manual recording at a time using this screen. But, you can make recordings from any set-top box in your home.

To schedule a single, manual recording do this:

1. Press the **RECORDED TV** button on the remote control.

   The Recorded TV screen appears.

2. Press the **RIGHT ARROW** to select Add recording.

3. Press the **DOWN ARROW** to select CREATE A MANUAL RECORDING WITH Channel and time, and then press the **OK** button.

   The Manual record screen appears.

4. Use the arrow buttons on your remote control to select the text entry box under CHANNEL. Then, use the number buttons to enter the channel to record.

5. Use the arrow buttons on your remote control to select the text entry box under DATE. Press the **OK** button to set the date for the recording.

6. Use the number buttons to enter the time you want to start recording (under START) and the time you want to stop recording (under STOP).

   You can set the start and stop times to record the exact length of the program, or you can add time to ensure the entire program records incase itstarts earlier or runs longer than expected:

   - Select AM or PM next to the start and stop times, and then press the **OK** button.
   - To choose how long the recording will be kept, select the text under KEEP UNTIL, and press the **OK** button on your remote control. You can select one of the following options:

     • ***Keep until space needed***. Erase the program when the space is needed for a new recording.

     • ***Keep until I erase***. Store the program until I choose to erase it.

7. When you are satisfied with your settings, select Record at the top of the screen. Then, press the **OK** button on your remote control to make the recording.

   Note: Select Don't Record to exit from the screen without scheduling a recording.

Recording a Series

You can record recurring programs, such as episodes in a series. Once scheduled, a series recording occurs as long as the series is broadcast. You can view and make recordings from any set-top box in your home.

Recording a Series from the Program Guide

To schedule a series recording from the program guide, here's what you do:

1. Press **GUIDE** on your remote control. The Guide screen appears.
2. Use the arrow buttons to move through the listings to the program you want to record.
3. To schedule a series recording from the Guide screen, press the **RECORD** button on your remote control two times.

   A red dot appears in the program guide cell on the first press, and three overlapping dots appear on the second press. The three overlapping dots indicate that this is a series recording. TDS TV will now record the program at the same time on the same day each week. If a series changes day or time, the schedule should make the adjustment.

   To cancel a series recording, press the **RECORD** button a third time. The three dots will disappear from the program guide cell.

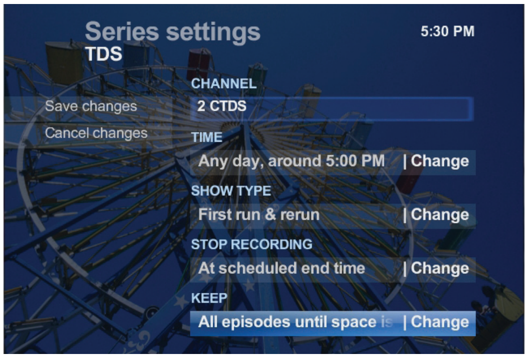
Record a Series from the Program Info Screen

To schedule a series recording using the Program info screen, follow these directions:

1. While watching a program or after selecting it in the program guide, press the **INFO** button on your remote control.

   The Program info screen appears.
2. On the Program info screen, select **Record series**, and then press the **OK** button.

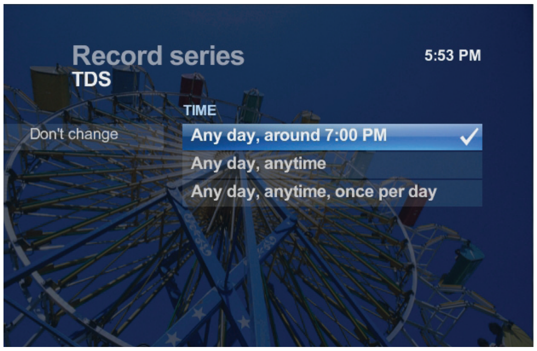
   The Record series screen appears.



Series settings
TDS
5:30 PM

CHANNEL
2 CTDS
TIME
Any day, around 5:00 PM
SHOW TYPE
First run & rerun
STOP RECORDING
At scheduled end time
KEEP
All episodes until space is

   a) To change the recording times for the program, use the arrow buttons to select the text under TIME and then press **OK**.



b) To change the type of shows that are recorded, use the arrow buttons to select the text under SHOW TYPE:

- **First run & rerun.** Record first-run episodes and all subsequent reruns of this program.
- **First run only.** Record first-run episodes, no reruns.

Once you've made your selection, press **OK**.

c) To add extra recording time to the recording, on the Record Series screen use the arrow buttons on your remote control to select the text under STOP RECORDING:

- **At scheduled end time**
- **5 minutes after**
- **15 minutes after**
- **30 minutes after**
- **1 hour after**
- **2 hours after**
- **3 hours after**

Once you've made your selection, press **OK**.

Or, select Don't change and press **OK** to keep your current setting.

d) To keep only a certain number of episodes, on the Record Series screen use the arrow buttons on your remote control to select the text under KEEP:

- **KEEP ALL: All episodes until space is needed.**
- **KEEP ALL: All episodes until I erase.**
- **KEEP AT MOST: 1 latest episode.**
- **KEEP AT MOST: 2 latest episodes.**
- **KEEP AT MOST: 3 latest episodes.**
- **KEEP AT MOST: 5 latest episodes.**
- **KEEP AT MOST: 7 latest episodes.**
- **KEEP AT MOST: 14 latest episodes.**

Once you've made your selection, press **OK**.

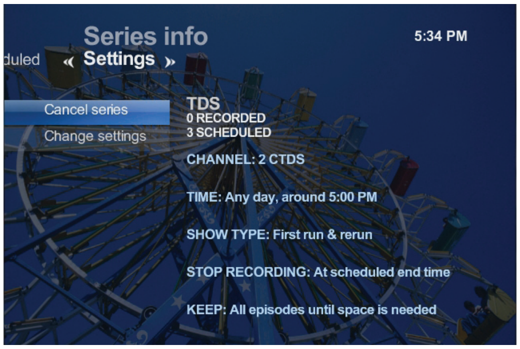
3. Press the **LEFT ARROW** button to select Record and press **OK**.

Changing a Scheduled Series Recording

To change a scheduled series recording, here's what you do:

1. Press **Recorded TV** on your remote control. The Recorded TV screen appears.
2. Press the **ARROW** buttons to move through the listings to select the Series menu.
3. Select the scheduled series you want to change.

4. Press the **OK** or **INFO** button. Select Series Info and press **OK**. The Series info screen appears.



TDS
0 RECORDED
3 SCHEDULED

CHANNEL: 2 CTDS

TIME: Any day, around 5:00 PM

SHOW TYPE: First run & rerun

STOP RECORDING: At scheduled end time

KEEP: All episodes until space is needed

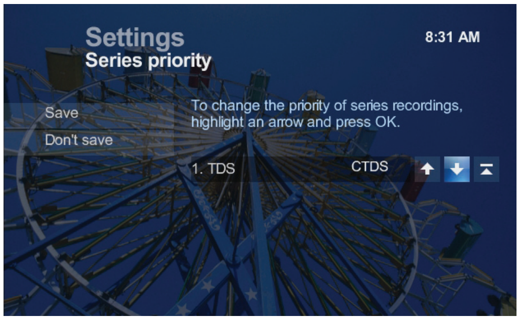
5. On the Series info screen, select Change settings, and press the **OK** button.
   The Series settings screen appears.
6. Make changes as outlined in Recording a Series from the Program Info Screen.
7. Select Save changes, and then press **OK**. The series is recorded with your new settings.

Changing the Series Priority

Sometimes, conflicts may occur if you schedule multiple series to record. Therefore priority must be assigned to series recordings. By default, TDS TV prioritizes series recordings based on when the series was originally scheduled to record, with the most recently scheduled recordings receiving highest priority.

To change a series priority do this:

1. On the Recorded TV screen, select Series option, and then select Series priority and press **OK**.



To change the priority of series recordings, highlight an arrow and press OK.

   Note: You can also access the Settings: Series priority screen from any of your series recording's Series info screens.

2. The Series priority screen displays three buttons you use to reorder the priority of your series recordings:

   The up arrow button moves the series one place up in the list.
   The down arrow button moves the series one place down in the list.
   The top button moves the series to the top of the list.

3. After you make adjustments to the series priority list, select Save and then press **OK**.

Recording Locked Programs

You record a locked program just as you would an unlocked program. You do not have to enter a PIN to schedule recordings for programs that are locked by the parental locking feature. However, to view the recording the correct PIN must be entered.

Resolving Recording Conflicts

Resolving Conflicts for a Single Recording

When an individual recording conflicts with one or more scheduled recordings, a recording conflict screen alerts you to the problem.

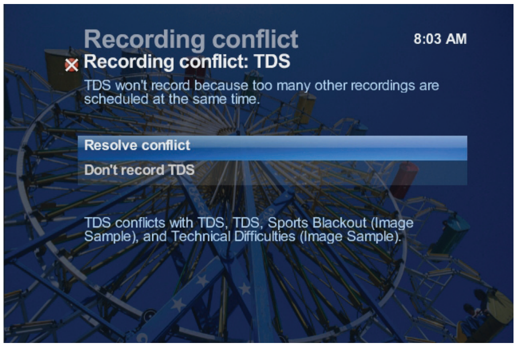
The recording conflict screen includes at least one recording conflict icon (the crossed-out red dot) next to a program name. This icon notifies you the program had been scheduled, but will not actually be recorded. If the conflict resolves (for example, because the conflicting show is canceled or moved), the overridden show will be recorded.

To cancel the operation that caused the conflict:

- On the Recording conflict screen, select Don't record program name text and press the **OK** button on your remote control.

To resolve the conflict by changing which program will be recorded:

1. On the Recording conflict screen, select the Resolve conflict text and press the **OK** button on your remote control.
2. Use the **ARROW** buttons on your remote control to select the program you want to record, and then press the **OK** button.



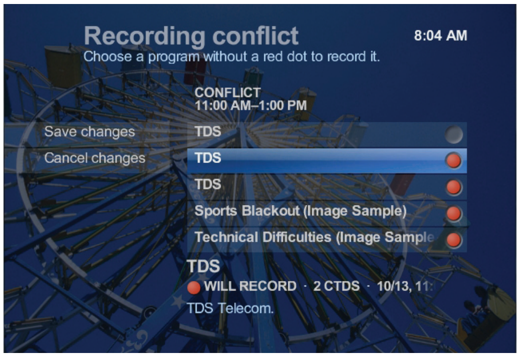
☒ Recording conflict: TDS

TDS won't record because too many other recordings are scheduled at the same time.

TDS conflicts with TDS, TDS, Sports Blackout (Image Sample), and Technical Difficulties (Image Sample).

The program or programs scheduled to be recorded will be marked with a red dot. When you select one program to record, the program or programs beneath it will have their red dots removed.

3. Use the **LEFT ARROW** to select Save Changes and then press the **OK** button.



Choose a program without a red dot to record it.

CONFLICT
11:00 AM–1:00 PM

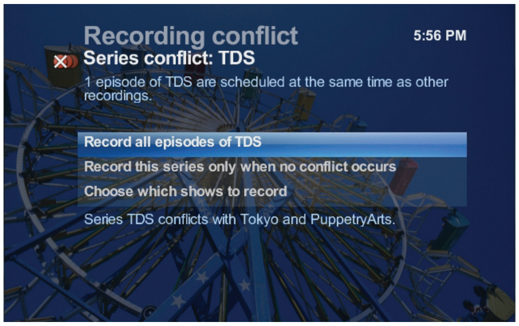
TDS ○
TDS ●
TDS ●
Sports Blackout (Image Sample) ●
Technical Difficulties (Image Sample ●

TDS
● WILL RECORD · 2 CTDS · 10/13, 11
TDS Telecom.

4. Press the **EXIT TO TV** button.

Resolving Conflicts for a Series Recording

When episodes of a series conflict with previously scheduled recordings, a recording conflict screen enables you to choose how to resolve the conflict.


Recording conflict
5:56 PM
Series conflict: TDS
Record all episodes of TDS
Record this series only when no conflict occurs
Choose which shows to record

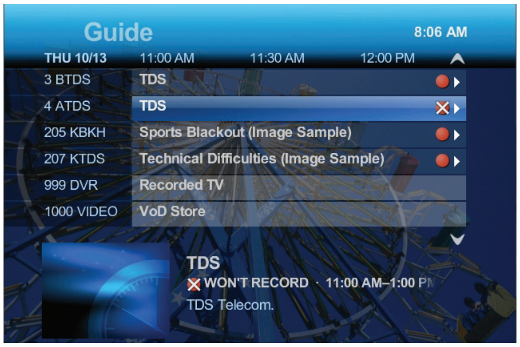
1 episode of TDS are scheduled at the same time as other recordings.

Series TDS conflicts with Tokyo and PuppetryArts.

To record all episodes of the series and cancel conflicting recordings, do this:

- **Select record all episodes of Series conflict:** Series name, and then press the **OK** button.

  The recordings of episodes for the new series override and cancel any previously scheduled recordings. A recording conflict icon appears in the program guide cell of each overridden program.


Guide
8:06 AM

THU 10/13	11:00 AM 11:30 AM 12:00 PM
3 BTDS	TDS
4 ATDS	TDS
205 KBKH	Sports Blackout (Image Sample)
207 KTDS	Technical Difficulties (Image Sample)
999 DVR	Recorded TV
1000 VIDEO	VoD Store

TDS
WON'T RECORD · 11:00 AM–1:00 PM
TDS Telecom.

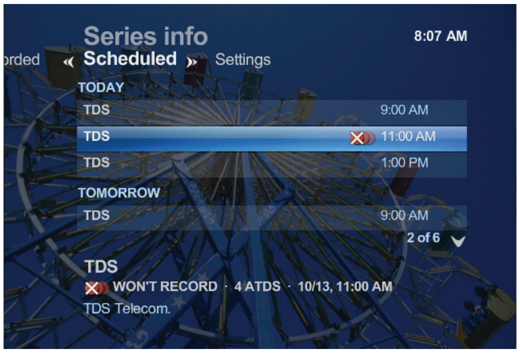
To record only those episodes that do not conflict with previously scheduled recordings, do this:

- Select **Record this series only when no conflict occurs**, and then press the **OK** button.

  Episodes that conflict with previously scheduled recordings are not recorded. The previously scheduled recordings occur as planned.

To manually choose which episodes to record, here's what to do:

1. In the Series conflict screen, select Choose which shows to record, and then press the **OK** button. You'll see a list of all the conflicting episodes of the new series.

   
   Series info
   8:07 AM
   orded
   Scheduled
   Settings

   TODAY
   TDS 9:00 AM
   TDS 11:00 AM
   TDS 1:00 PM
   TOMORROW
   TDS 9:00 AM
   2 of 6

   TDS
   WON'T RECORD · 4 ATDS · 10/13, 11:00 AM
   TDS Telecom.

2. To record one of the conflicting episodes, select it with the arrow buttons on your set-top box remote control and press the **OK** button.

   You'll see the Program info screen for that episode.

3. Select Resolve conflict with the **ARROW** buttons on your remote control, and press **OK**.

   You'll see the Recording conflict screen listing the conflicting recordings.

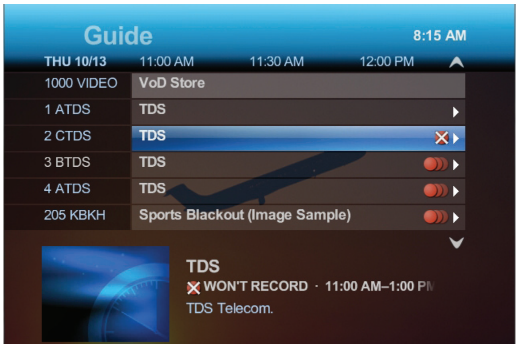
   Use the **ARROW** buttons on your remote control to select the program you want to record, and then press the **OK** button.

   The program or programs scheduled to be recorded will be marked with a red dot. When you select one program to record, the program or programs beneath it will have their red dots removed.

4. When finished making changes, select the Save changes text and press the **OK** button on your remote control.

Recording or Clearing an Overridden Single Recording

An individual conflict icon (the crossed-out red dot) in the program guide marks a recording that was overridden and canceled in favor of another individual recording or a series recording.



1000 VIDEO	VoD Store
1 ATDS	TDS
2 CTDS	TDS
3 BTDS	TDS
4 ATDS	TDS
205 KBKH	Sports Blackout (Image Sample)

TDS
WON'T RECORD · 11:00 AM–1:00 PM
TDS Telecom.

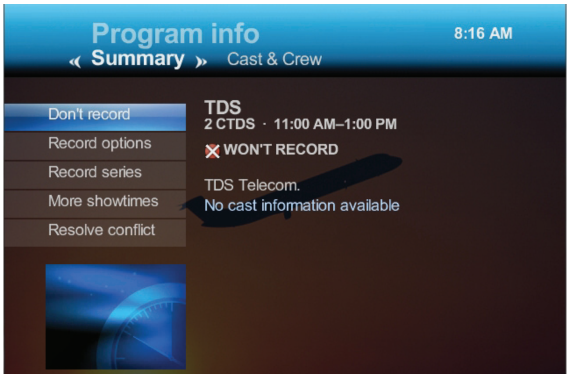
When you select the overridden recording in the program guide, the Program info screen appears.

You can handle an overridden recording in one of the following ways:

- **Leave it as is**. If you cancel the conflict winner later, the overridden recording is again scheduled for recording. The conflict icon turns back into a red dot.
- **Record the overridden program in place of the previous conflict winner**. (You can also use this feature to store an individual recording that was overridden by a series recording without affecting other episodes of the series recording.)
- **Clear the conflict icon** so the overridden program is not recorded even if you cancel the previous conflict winner.

To record an overridden program instead of the previous conflict winner, do this:

1. Select the overridden program in the program guide. Then, press the **OK** button on your remote control. A Program info screen appears.



TDS
2 CTDS · 11:00 AM–1:00 PM
WON'T RECORD
TDS Telecom.
No cast information available

2. Select Resolve conflict. Then, press **OK**.
   A Scheduling conflict screen appears.
3. Select the previously overridden program. Then, press **OK**.
   The overridden program, which now overrides the previous conflict winner, will be recorded.

Here's how to clear the conflict icon for an individual recording:

1. Select the overridden program in the program guide. Then, press the **OK** button on your remote control.
   A Program info screen appears.
2. Select Don't Record, and then press **OK**.
   The conflict icon disappears from the program guide.

Recording or Clearing an Overridden Series Recording

A series conflict icon (crossed-out, overlapping red dots) in the program guide marks a series episode, which was overridden and canceled in favor of another recording.

When you select an overridden series episode in the program guide, a Program info screen appears. You can handle an overridden series episode in one of the following ways:

- **Leave it as is**. If you cancel the conflict winner later, the overridden series episode is rescheduled for recording. The conflict icon reverts to overlapping red dots.
- **Record the overridden series episodes in place of the previous conflict winner.**
- **Cancel the entire series recording**.

To record an overridden series episode instead of the previous conflict winner, do this:

1. Select the overridden episode in the program guide. Then, press the **OK** button on your remote control.
   A Program info screen appears.
2. Select Resolve Conflict, and then press the **OK** button.
   A Recording Conflict screen appears.
3. Select the previously overridden series episode, and then press **OK**.

   The overridden series episode, which now overrides and cancels the recording for the previous conflict winner, will be recorded.

To cancel a series recording, do this:

1. Select the overridden episode in the program guide. Then, press the **OK** button on your remote control.

   A Program info screen appears.
2. Select Series Info, then Cancel series. Then press **OK**.
3. In the confirmation screen, select Cancel series. Then, press **OK**.

   The entire series recording is canceled. All series conflict icons for it are cleared.

   Note: This procedure does not erase previously recorded episodes.

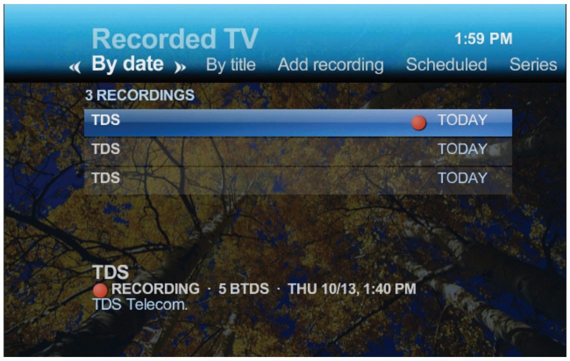
Viewing a List of All Scheduled Recordings

A list of the individual programs and series episodes which are scheduled to be recorded will appear on all set-top boxes in your home.

Here's how to see a list of all scheduled recordings.

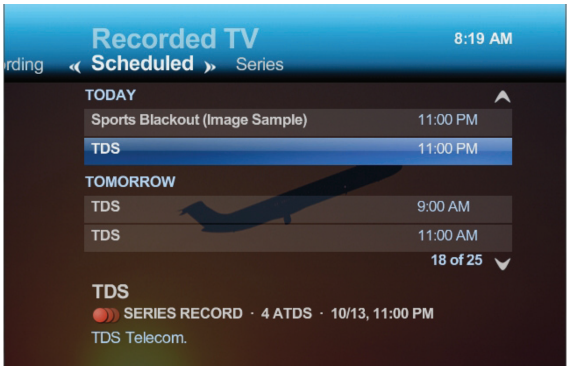
1. Press the **RECORDED TV** button on your remote control.

   The Recorded TV screen appears.


Recorded TV
1:59 PM
« By date »
By title
Add recording
Scheduled
Series
3 RECORDINGS
TDS TODAY
TDS TODAY
TDS TODAY
TDS
RECORDING · 5 BTDS · THU 10/13, 1:40 PM
TDS Telecom.

2. Use the **RIGHT ARROW** button to select Scheduled on the horizontal menu bar.

   The Recorded TV screen now lists all upcoming individual recordings, including series episodes, in the order they'll be recorded.


Recorded TV
8:19 AM
rding
« Scheduled »
Series
TODAY
Sports Blackout (Image Sample) 11:00 PM
TDS 11:00 PM
TOMORROW
TDS 9:00 AM
TDS 11:00 AM
18 of 25
TDS
SERIES RECORD · 4 ATDS · 10/13, 11:00 PM
TDS Telecom.

3. Use the **ARROW** buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

Viewing a List of Scheduled Series Recordings

To view a list of the series recordings you have scheduled, follow these steps:

1. Press the **RECORDED TV** button on your remote control.

   The Recorded TV screen appears.

2. Use the **RIGHT ARROW** button to select Series on the horizontal menu bar.

   The Recorded TV screen lists the series you have scheduled to record.

3. Use the **ARROW** buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

Here's how you can view a list of upcoming recordings for a particular series:

1. Press the **RECORDED TV** button on the set-top box remote control.
2. Press the **RIGHT ARROW** to select Series.
3. Select the desired series in the Recorded TV screen, and then press **OK**.

   The Series info screen appears.
4. Press the **LEFT ARROW** button to select Scheduled on the horizontal menu bar.

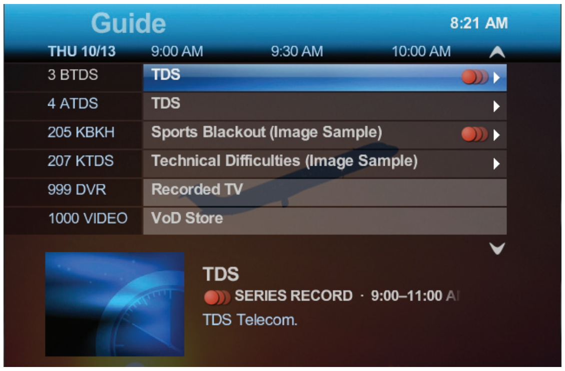
   The Series Info screen now shows the episodes scheduled to record for the selected series.
5. Use the **ARROW** buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

Canceling Scheduled Recordings

Use the program guide or the Recorded TV screen to cancel a single recording or a series recording.

Canceling a Single or Series Recording from the Program Guide

In the program guide, individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.



To cancel a recording from the program guide, do this:

1. Use the **CHANNEL/PAGE** button and **ARROW** buttons on your remote control to locate and select the program, which you want to cancel recording.
2. Identify the type of program for which you are canceling recording and use the **RECORD** button accordingly:
   - If the program is an individually scheduled recording (shown by a single red dot), press the **RECORD** button on your remote control twice.

     The first press changes the program to a series recording (three overlapping dots), and the second press cancels the recording (the dots disappear).

     Note: If the series recording scheduled on the first press conflicts with previously scheduled recordings, a Recording conflict screen appears. Select Record this series only when no conflict occurs and press **OK** on the remote control. You are returned to the program guide, where three overlapping red dots are shown in the program guide cell. Press the **RECORD** button again to cancel the recording.
   - If the program is a series recording (three overlapping dots), press the **RECORD** button once.

     This cancels the entire series recording, and the dots disappear from the program guide.

Canceling a Single Recording from the Recorded TV Screen

You can cancel an individual recording after selecting it in the Recorded TV screen.

To cancel a scheduled individual recording, do this:

1. Press the **RECORDED TV** button on the remote control.

   The Recorded TV screen appears.

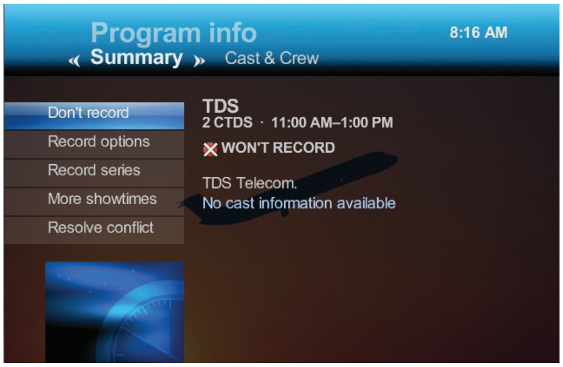
2. Use the **RIGHT ARROW** button to select Scheduled on the horizontal menu bar.

   The Recorded TV screen now lists all upcoming recordings, including individual programs and series episodes, in the order in which they will be recorded.

3. Use the **ARROW** buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

4. Select the scheduled recording that you want to cancel. Then, press **OK**.

   The Program info screen appears.



TDS
2 CTDS · 11:00 AM–1:00 PM
✗ WON'T RECORD
TDS Telecom.
No cast information available

5. Select Don't record. Then, press **OK**.

6. Select Cancel Recording in the resulting confirmation screen. Then, press **OK**.

Canceling a Series Recording from the Recorded TV Screen

To cancel the recording of a series in the Recorded TV screen, do this:

1. Press the **RECORDED TV** button on the remote control.

2. Use the **RIGHT ARROW** button to select Series on the horizontal menu bar.

   The Recorded TV screen now lists the series you have scheduled to record.

3. Use the **ARROW BUTTONS** or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

4. Select the series recording that you want to cancel, and then press **OK**.

   The Series Info screen appears.

5. Select Cancel series, and then press **OK**.

6. Select Cancel Series in the resulting confirmation screen, and then press **OK**.

   The entire series recording is canceled. (This does not erase episodes that have already been recorded.)

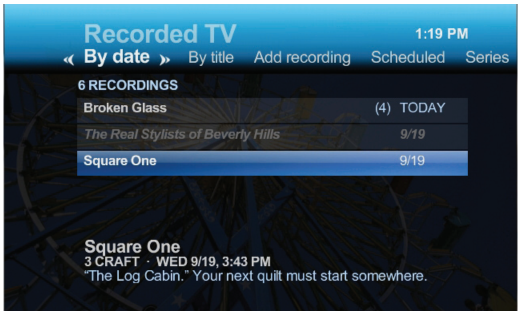
Viewing a List of Recorded Programs

Here's how you can view a list of recorded programs:

- To view a list of the programs you have recorded, press the **RECORDED TV** button on your remote control.

  The Recorded TV screen lists your available recordings by date. To view the list by title, select **By title** in the horizontal menu bar.

- When the recording has been viewed, the program name on the list becomes italicized and gray.


Recorded TV
1:19 PM
« By date »
By title
Add recording
Scheduled
Series

6 RECORDINGS

Broken Glass	(4)	TODAY
The Real Stylists of Beverly Hills		*9/19*
Square One		9/19

Square One
3 CRAFT · WED 9/19, 3:43 PM
"The Log Cabin." Your next quilt must start somewhere.

Viewing a List of Series Recordings

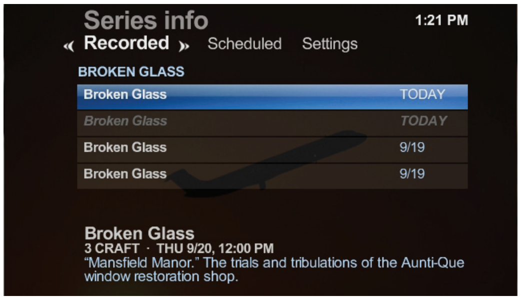
For simplicity, series recordings are grouped together on the Recorded TV screen.

To view a group of series recordings

1. Press the **RECORDED TV** button on your remote control. The Recorded TV screen appears.

   The Recorded TV screen lists available recordings by date. Episodes are grouped together by series title with the number of recorded episodes displayed in parentheses.

2) If you select a series title, the Series info screen is displayed, with individual episodes listed.


Series info
1:21 PM
« Recorded »
Scheduled
Settings

BROKEN GLASS

Broken Glass	TODAY
Broken Glass	*TODAY*
Broken Glass	9/19
Broken Glass	9/19

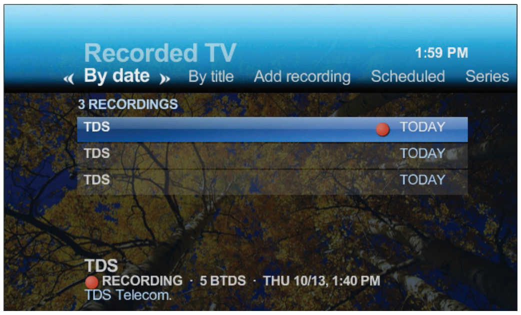
Broken Glass
3 CRAFT · THU 9/20, 12:00 PM
"Mansfield Manor." The trials and tribulations of the Aunti-Que window restoration shop.

Watching a Recorded Program

To watch a recorded program, follow these steps:

1. Press the **RECORDED TV** button on your remote control.

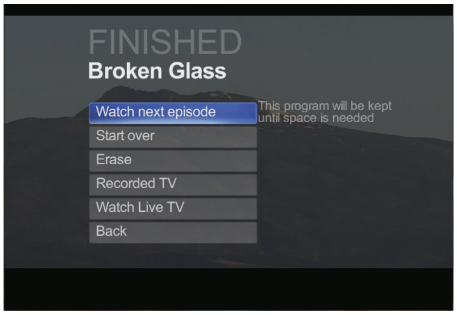
   The Recorded TV screen lists your available recordings by date, from most recently recorded to the oldest.


Recorded TV
1:59 PM
« By date »
By title
Add recording
Scheduled
Series

3 RECORDINGS

TDS	●	TODAY
TDS		TODAY
TDS		TODAY

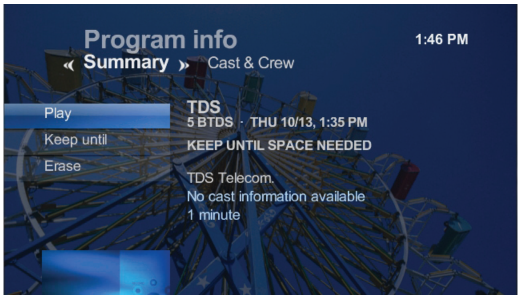
TDS
● RECORDING · 5 BTDS · THU 10/13, 1:40 PM
TDS Telecom.


FINISHED
Broken Glass
Watch next episode
Start over
Erase
Recorded TV
Watch Live TV
Back

This program will be kept until space is needed

To see a list of the recordings alphabetically by title, use the **RIGHT ARROW** button to select By title on the horizontal menu bar.

2. Select the recorded show you want to watch, and then press the **OK** button. The Program info screen appears.



TDS
5 BTDS · THU 10/13, 1:35 PM
KEEP UNTIL SPACE NEEDED
TDS Telecom.
No cast information available
1 minute

3. In the Program info screen:
   - Select Play to play the recording from the beginning.

     Note: If the recorded program is locked by parental locking, the Lock screen appears. To unlock the program, press **OK**, enter your PIN, select Unlock this Program, and then press **OK**. The program automatically relocks after 4 hours. For more information, see Watching a Locked Program.
   - Select Resume play to continue watching a recorded program where you left off.
   - Select Start over to start watching the program from the beginning.

Watching TV While You Are Recording

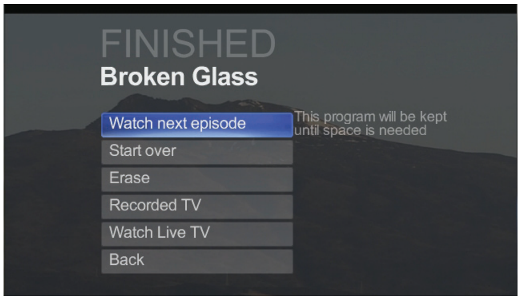
While you are recording a program, you can watch the program or another previously recorded program. If you try to tune away from the channel that you are recording and you're using more streams than you have available, a message will appear asking if you want to cancel the recording in progress on the current channel.

If you are watching the TV with the DVR, You have two options: **Try Again Later** or **Select a Recording**.

If you are watching the TV from a regular set-top box, you have two options: **Stay on Channel** or **Recorded TV**.

Stopping a Recorded Program

When a recording finishes playing, it stops and displays the Finished screen.



This program will be kept until space is needed

To stop watching a recorded program before it finishes, do this:

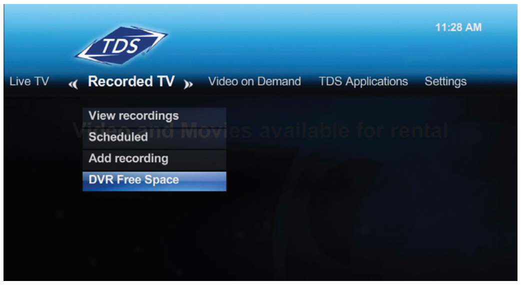
1. Press the **STOP** button on your remote control.

   The Stopped screen appears.
2. Select one of the following and press **OK** on your remote control:
   - **Watch next episode** to watch the next recorded episode (only available when a series is recorded).
   - **Resume play** to continue watching the recorded program where you left off.
   - **Start over** to start watching the program again from the beginning.
   - **Erase** to stop watching the program and erase it permanently.
   - **Watch Live TV** to start watching live TV.
   - **Recorded TV** to go to the Recorded TV screen.
   - **Back** to go to the Program info screen.

DVR Free Space App

The TDS TV DVR Free Space application is a quick and simple way to view the amount of recording space available on your Whole-Home DVR system. This application can be accessed by any set-top box that you have connected to the system in your home.

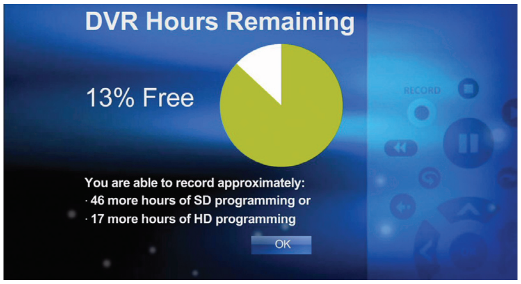
1. Press the **MENU** button on your remote control.
2. Use the **RIGHT ARROW** key to navigate to the Recorded TV Menu.



3. Use the **DOWN ARROW** key to highlight DVR Free Space and press the **OK** button.

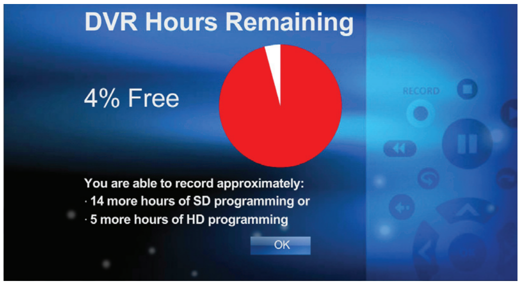
You will be presented with a pie chart indicating the percentage of space available along with the approximate amounts of High Definition and Standard Definition recording time left on your DVR system.

The pie chart will change colors depending on the amount of available space on your DVR system. Free space is shown in white. Green represents that portion already recorded. The chart will start White to indicate you have a suitable amount of space available.



You are able to record approximately:
· 46 more hours of SD programming or
· 17 more hours of HD programming

Once you reach 94% capacity, the pie chart will turn Red to indicate you are almost out of available recording space and it is recommended that you delete old/watched recordings to make space for future recordings.



You are able to record approximately:
· 14 more hours of SD programming or
· 5 more hours of HD programming

NOTE: The DVR system will automatically begin to delete old recordings to make space for new recordings/series once the system is full (100% capacity) unless you change the 'Keep Until' setting. To do this, please see the section 'Record a Single Program Using the Program Guide' (see Step 6).

4. To exit the application:
   a. Press the **BACK** button on your remote control to return to the previous menu.
   b. Press the **EXIT TO TV** button on your remote control.

Erasing Existing Recordings

Recorded programs remain in your Recorded TV library until you erase them, or they're automatically erased to make space for new recordings. You can choose to manually erase a single program or you can erase all the recorded

To erase a program manually:

1. Press the **RECORDED TV** button on your remote control.

   The Recorded TV screen lists your available recordings by date from most recent to oldest. Series recordings are grouped together.

   Note: To see a list of the recordings alphabetically by title, use the **RIGHT ARROW** button on your remote control to select By title.

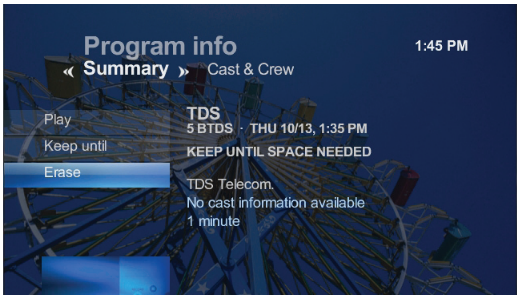
2. Select the recorded program or series you want to erase. Then, press the **OK** button.

   a) If you select a single program and press the **OK** button, the Program info screen appears.
      Use the **ARROW** button to select Erase.

   b) If you select a series and press the **Delete** button, you can delete all episodes of the series.

   c) If you select a series and press the **OK** button, the list expands You can either:

   - Select a single episode from the list and press the **OK** button and the Program info screen appears
   - Select the series' title and press the **OK** button and the Series info screen appears.



TDS
5 BTDS · THU 10/13, 1:35 PM
KEEP UNTIL SPACE NEEDED
TDS Telecom.
No cast information available
1 minute

3. Use the **RIGHT ARROW** button to select Settings. Press **OK** to erase recrodings. A confirmation message appears.

4. Select Erase again. Then, press the **OK** button.

   This permanently erases the program. You cannot recall it. To avoid erasing the program, select Don't Erase.

   Note: If you attempt to erase a series while an episode is being watched on another set-top box in your home, the series will be deleted, but the episode will not be deleted.

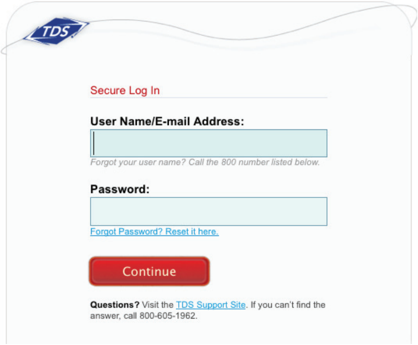
   When you clear all recorded programming, all assets are erased. Your scheduled events to be recorded remain.

Remotely Program Your DVR

Using TDS TV Remote DVR, you can set your DVR to record from anywhere you have an Internet connection.

To access TDS TV Remote DVR, simply follow these directions:

1. Visit https://onlinedvr.tdstv.com



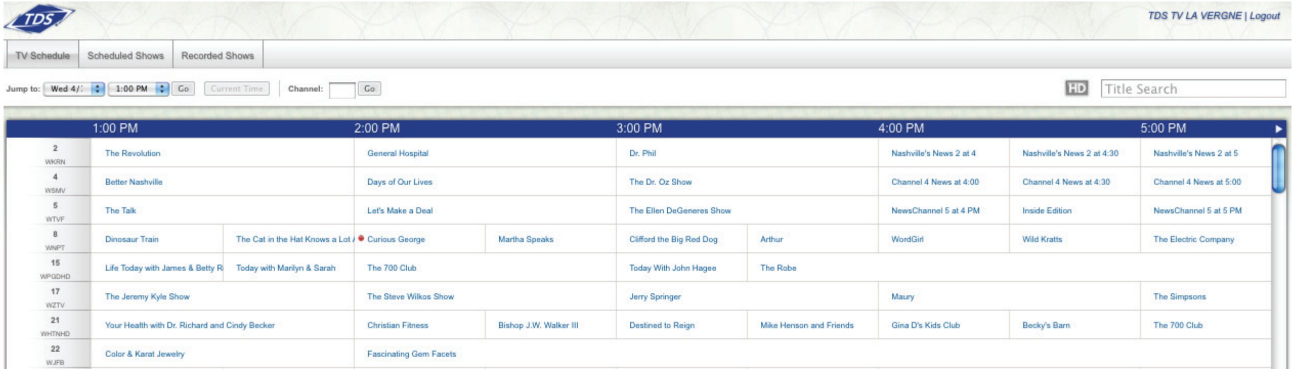
Forgot your user name? Call the 800 number listed below.

Questions? Visit the TDS Support Site. If you can't find the answer, call 800-605-1962.

Note: Supported browsers include: Safari, Chrome, Firefox, and IE7+.

2. Enter the User Name/E-mail Address and Password associated with your TDS email login. Click **Continue**.
   Note: If you have problems logging in, please call 1-866-44-TDSTV.

   The schedule for TDS TV programming will appear.



	1:00 PM		2:00 PM		3:00 PM		4:00 PM		5:00 PM
2 WKRN	The Revolution		General Hospital		Dr. Phil		Nashville's News 2 at 4	Nashville's News 2 at 4:30	Nashville's News 2 at 5
4 WSMV	Better Nashville		Days of Our Lives		The Dr. Oz Show		Channel 4 News at 4:00	Channel 4 News at 4:30	Channel 4 News at 5:00
5 WTVF	The Talk		Let's Make a Deal		The Ellen DeGeneres Show		NewsChannel 5 at 4 PM	Inside Edition	NewsChannel 5 at 5 PM
8 WNPT	Dinosaur Train	The Cat in the Hat Knows a Lot	● Curious George	Martha Speaks	Clifford the Big Red Dog	Arthur	WordGirl	Wild Kratts	The Electric Company
15 WPGDHD	Life Today with James & Betty R	Today with Marilyn & Sarah	The 700 Club		Today With John Hagee	The Robe			
17 WZTV	The Jeremy Kyle Show		The Steve Wilkos Show		Jerry Springer		Maury		The Simpsons
21 WHTNHD	Your Health with Dr. Richard and Cindy Becker		Christian Fitness	Bishop J.W. Walker III	Destined to Reign	Mike Henson and Friends	Gina D's Kids Club	Becky's Barn	The 700 Club
22 WJFB	Color & Karat Jewelry		Fascinating Gem Facets						

From this page, you can:

1. Search by Date, Time, or Right Now.
2. Use the Title Search to look for additional programs.
3. Click on the program to display the channel, title, time and date of the program.

Viewing a list of HD Programs

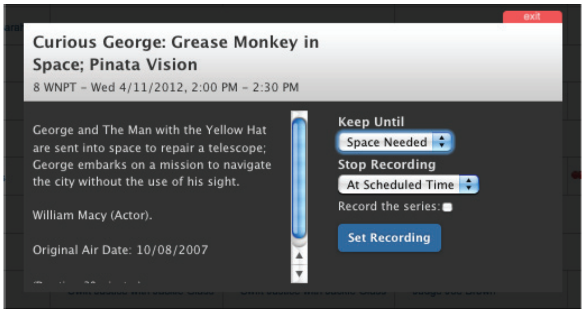
1. To view only HD programming, click on the HD button. HD

   Click on the HD button again to view both SD and HD programming.

Recording a Program

To record a single program:

1. Select the program name in the programming schedule or from the Title Search lookup box.
   The following window will appear:



Curious George: Grease Monkey in Space; Pinata Vision

8 WNPT - Wed 4/11/2012, 2:00 PM - 2:30 PM

George and The Man with the Yellow Hat are sent into space to repair a telescope; George embarks on a mission to navigate the city without the use of his sight.

William Macy (Actor).

Original Air Date: 10/08/2007

Keep Until: Space Needed

Stop Recording: At Scheduled Time

Record the series: ☐

2. Make appropriate selections in the drop-down menus.

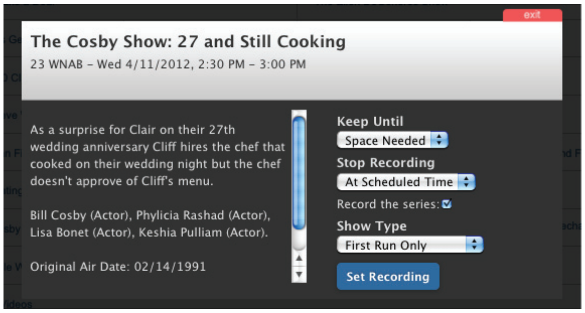
4. Click Set Recording.

5. A message confirming your recording has been scheduled will appear. Click **exit**.

Recording a Series

To record a series:

1. Select the program name in the programming schedule or from the Title Search lookup box.
   The following window will appear:



The Cosby Show: 27 and Still Cooking

23 WNAB – Wed 4/11/2012, 2:30 PM – 3:00 PM

As a surprise for Clair on their 27th wedding anniversary Cliff hires the chef that cooked on their wedding night but the chef doesn't approve of Cliff's menu.

Bill Cosby (Actor), Phylicia Rashad (Actor), Lisa Bonet (Actor), Keshia Pulliam (Actor).

Original Air Date: 02/14/1991

Keep Until: Space Needed

Stop Recording: At Scheduled Time

Record the series: ☑

Show Type: First Run Only

2. Make appropriate selections in the drop-down menus.

3. Check the Record the series box.

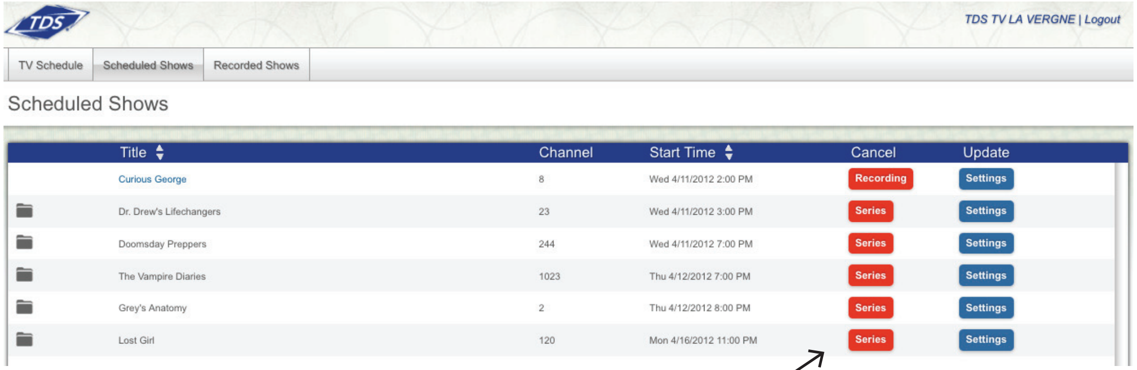
4. Select Show Type.

5. Click Set Recording.

6. A message confirming your recording has been scheduled will appear. Click **exit**.

Viewing Scheduled Shows

1. Click on the Scheduled Shows tab at the top of the TDS TV Remote DVR window.



Scheduled Shows

	Title	Channel	Start Time	Cancel	Update
	Curious George	8	Wed 4/11/2012 2:00 PM	Recording	Settings
📁	Dr. Drew's Lifechangers	23	Wed 4/11/2012 3:00 PM	Series	Settings
📁	Doomsday Preppers	244	Wed 4/11/2012 7:00 PM	Series	Settings
📁	The Vampire Diaries	1023	Thu 4/12/2012 7:00 PM	Series	Settings
📁	Grey's Anatomy	2	Thu 4/12/2012 8:00 PM	Series	Settings
📁	Lost Girl	120	Mon 4/16/2012 11:00 PM	Series	Settings

2. The programs scheduled to record appear as a list.

   Note: To cancel recordings from this tab, click the red box next to the appropriate scheduled show.

Renting Videos

You can rent movies and other programs, such as a TV series, which are available as videos. Once you rent a video, you can watch it immediately or at any time before the rental period expires. You can start the video, stop it, and resume playing at any time during the rental period set by your service provider.

If you subscribe to premium channels like STARZ® or Encore®, additional content is available for On-Demand viewing. This is found in the Video-on-Demand Storefront.

Renting Videos from the Video-on-Demand Storefront

The Video-on-Demand Storefront makes it easy to find and rent video programs. To rent a video from the Video-on-Demand screen here's what you do:

1. Press the **VIDEO ON DEMAND** button on your remote control.

   A screen appears with video programming by category.

2. Use the **RIGHT ARROW** button on your remote control to go to a video category.
3. Use the **UP ARROW** and **DOWN ARROW** buttons to select a video or a subcategory in the library.
4. Select the video you want. Then, press **OK** on your remote control.

   A Summary screen of the program appears and enables you to watch a preview or start the video. The horizontal menu bar also provides in-depth information about the video.

5. Select the Rent icon.

   Note: If the video is locked by parental locking or rental locking, you are prompted to enter your PIN to unlock the video. The video remains unlocked for 4 hours. For more information, see Using Parental Locking Controls).

6. Select Rent in HD for or Rent in SD for. The cost of the rental will be listed. Then press the **OK** button.

   A confirmation screen appears. Select **Rent Now**.

   After you set a purchase option and unlock the video rental (if necessary), the video begins playing immediately.

   If you would rather watch the video later, press the **STOP** button on your remote control. You can return to the video-on-demand screen or watch Live TV by selecting one of those options and pressing the **OK** button.

You can go to the Current Rentals screen and play the video at any time until the rental expires. For more information, see Playing Your Rented Videos below.

Note: You can also select a video listed in the program guide by tuning to it with the **CHANNEL/PAGE** button on your remote control while watching full-screen TV.

Playing Your Rented Videos

You can watch a rented video at any time until it expires.

Note: If a video expires while you are playing it, the video stops immediately. You cannot watch a video after it expires, even if you started watching the video before it expired.

Here's how to view a list of rented videos and select a video to play:

1. Press the **VIDEO ON DEMAND** button on your remote control.

If you have rented any videos, Current rentals is the first category in the My Videos screen. A list of currently rented videos and Recently Watched videos are displayed.

When a rental expires, it is deleted automatically from the list.

2. Use the arrow buttons on your remote control to select the video in the list. Then, press the **OK** button.
3. On the Program info screen for the selection, select Watch, and then press the **OK** button.

   If you paused or stopped the video before it was finished, the video resumes at the stopping point. To restart the video from the beginning, press the **STOP** button, select Start over from the Stopped screen, and then press the **OK** button.

   Note: If the video is locked by parental locking, and it has been more than 4 hours since you last unlocked it, the Lock screen appears. To unlock the video, press **OK**, enter your parental PIN, select **Unlock this Program**, and then press **OK**.

To play a video in a rented package, do this:

1. Select the package in the Current Rentals screen, and then press the **OK** button.
2. Select the video you want to play, and then press the **OK** button.
3. Select Play, and then press the **OK** button.

Controlling Videos

Use the play, pause, rewind, and fast-forward buttons on your remote control to:

- Freeze the video, press **PAUSE**.

  Resume playing the video from the point where you paused it, press **PLAY**.

- Stop the video, press **STOP**.

  Start playing the video from the point where you stopped it, **Resume icon**.

- Rewind or fast-forward through the video, press **REW** or **FF**.

  There are three speeds for rewind and fast-forward. Press **REW** or **FF** one, two, or three times to use fast, faster, or fastest speed.

  Press **PLAY** to resume playing at normal speed.

- Skip forward 30 seconds, press **SKIP**.
- Go backward in short segments (about 7 seconds), press **REPLAY**.

Note: There are different results for some of the buttons depending on which button was pressed previously.

Stopping and Restarting Rented Videos

When a rented video finishes playing, the Video Summary screen is displayed. You can also stop the video before it finishes.

You can watch the video again at any time during the rental period. The rental period is typically 24 hours, but can vary. You can watch the video again from the beginning or from where you stopped.

To close a video after it ends, do this:

Select one of the following using the arrow buttons on your remote control:

- To watch live TV, press **Exit to TV**.
- To view other videos, select **Video On Demand**.

To stop watching a video before it ends, do this:

1. Press the **STOP** button on your remote control.
2. Select one of the following:
   - Resume to continue watching the video where you left off.
   - Start over to start watching the program again from the beginning.
   - Press the **Video on Demand** button to return to the Video on Demand screen, with a list of your current rentals and other videos you can rent.
   - Press the **Exit to TV** button to start watching a live TV program.

Pay-Per-View Programs

Pay-Per-View (PPV) programs are live TV programs that you must rent to view. Like any live TV program, a PPV program can only be viewed during the time slot in which it plays. This is different from a rented video, which you can watch at any time during the rental period.

To get the most out of PPV programs, be sure you understand how they work:

- You must wait until its scheduled time before you can watch it. If you purchase in advance, you'll need to remember to tune to the channel at the scheduled time.
- You are charged for a rented PPV program even if you do not watch it.
- You can only rent a PPV program during a specified time. The purchase window expires shortly before or after the program begins.

Renting a Pay-Per-View Program

These are the two most common ways to rent PPV programs:

- In the program guide.
- While watching a channel in full-screen mode.

You can also find PPV programs using the Search feature. For more information, see Searching for Programs.

Renting a Pay-Per-View Program Using the Program Guide

PPV programs appear as channels in the program guide. If there is more than one showing of a program, each showing appears as a separate channel.

To rent a Pay-Per-View program in the program guide:

1. Press **GUIDE** on your remote control. Then, use the **ARROW** buttons to move through the listings to the channel containing the PPV program that you want to rent.
2. Select either the cell for the upcoming time slot or the cell for the playing time slot. Then, press the **INFO** button on your remote control to display the Program info screen.
3. Select Rent for, and then press the **OK** button.

Note: If the program is locked by parental locking, you are prompted to enter your parental PIN before you can rent the program. For more information, see Using Parental Locking (Parental Control).

A rental confirmation message appears.

4. To rent the program, select Rent for. Then, press the **OK** button. (If you don't want to rent the program, select Don't rent to close the confirmation message without renting the program.)
   - After you complete the rental sequence, a confirmation message appears, and **Rent for** becomes **Record program**.
   - You can now watch the program when it plays in its scheduled time slot.

Renting a Pay-Per-View Program While Watching the Channel

You can tune to a PPV channel and watch it in full-screen mode like any other live TV channel.

Note: If the program is locked by parental locking, the channel displays the Lock screen. To unlock the program so you can rent it, press **OK**, enter your parental **PIN**, select Unlock this Program, and then press **OK**. For more information, see Watching a Locked Program.

If you have not yet rented the PPV program, a graphic or a preview with an offer message appears.

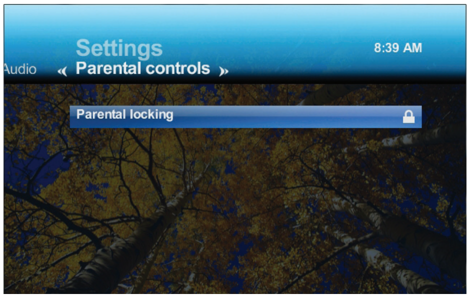
To rent a PPV program while watching the channel in full-screen mode, here's what you do:

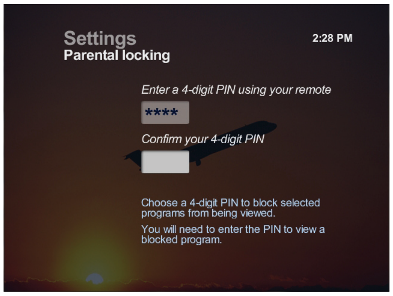
1. While watching the PPV channel in full-screen mode, press the **OK** button on your remote control.

   A rental confirmation panel appears.

2. To rent the program, select Rent for, and then press the **OK** button. (If you don't want to rent the program, select Don't rent to close the confirmation message without renting the program.)

   Note: If the program is locked by parental locking, the Lock screen appears. To unlock the program, press **OK**, enter your parental **PIN**, select Unlock this Program, and then press **OK**.





Enter a 4-digit PIN using your remote

****

Confirm your 4-digit PIN

Choose a 4-digit PIN to block selected programs from being viewed.

You will need to enter the PIN to view a blocked program.

After you complete the rental sequence, a confirmation message appears, and you can watch the program when it plays in its scheduled time slot.

Watching a Pay-Per-View Program

To watch a PPV program that you have purchased, do this:

- Tune to the program when it is supposed to start. A PPV program starts and ends at a specific time.

  If you tune to the program before it starts, you see a graphic or trailer until the program starts.

  If you tune to the program after it starts, you see the program from that point forward. You cannot rewind to the beginning.

Note: If the program is locked by parental locking, the Lock screen appears. To unlock the program, press **OK**, enter your **PIN**, select Unlock this Program, and then press **OK**.

Controlling a Pay-Per-View Program

After you have tuned to a PPV program, you can pause, fast-forward, and rewind it like any other live TV program. For more information, see Controlling Live (Real-Time) TV.

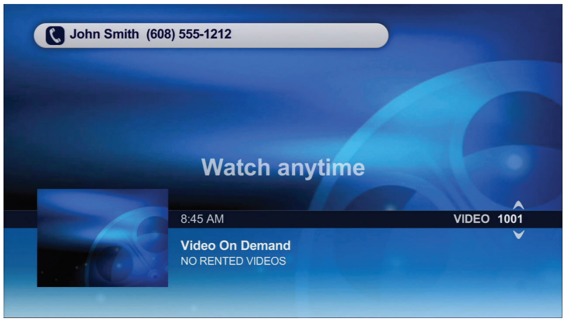
Applications

On-Screen Caller ID

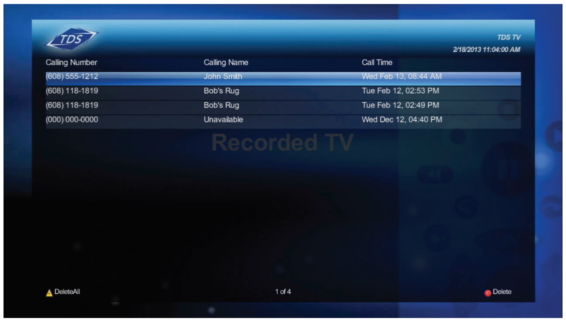
Note: You must be subscribed to a TDS Voice package to use this feature.

With On-Screen Caller ID, a small pop-up window appears on your TV screen whenever the phone rings. It displays the name and number of who's calling.

Access the Caller ID Log from the TDS Applications section of the TDS TV Main Menu. The log shows the name and number of who has called, plus the time they called.



John Smith (608) 555-1212



Calling Number	Calling Name	Call Time
(608) 555-1212	John Smith	Wed Feb 13, 08:44 AM
(608) 118-1819	Bob's Rug	Tue Feb 12, 02:53 PM
(608) 118-1819	Bob's Rug	Tue Feb 12, 02:49 PM
(000) 000-0000	Unavailable	Wed Dec 12, 04:40 PM

On-Screen Voice Mail

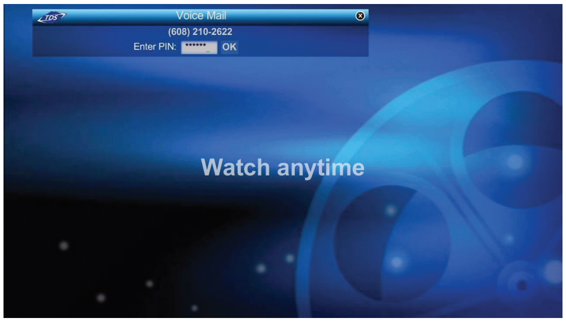
On-Screen Voice Mail allows TDS TV customers with TDS Voice service and TDS Voice Mail to access their Voice Mail messages through their televisions. (The service does not work if you use an answering machine.)

1. To access your Voice Mail messages using the white or black remote control with the TDS logo, press either the red **C** or **PHONE** button.

   If you use a remote control with the Cisco logo, you can press the **C** button or press **MENU** and navigate to the TDS Applications section of the main TDS TV menu, and select Voice Mail.

2. As prompted, enter your Voice Mail PIN in the box. Use the keypad on your remote control and press **OK** or select OK in the pop-up window.

   Note: Be sure to enter the PIN for your TDS Voice Mail account and NOT any PINs associated with TDS TV. The PIN field only displays up to eight characters. If your Voice Mail PIN is longer, the extra characters will not display.

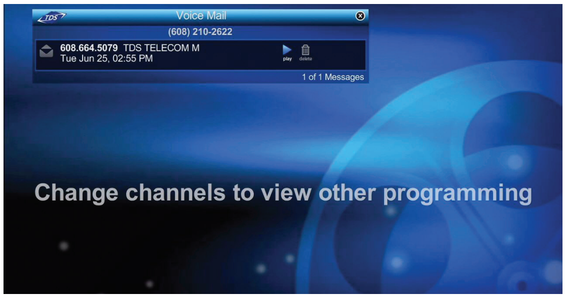


(608) 210-2622

Enter PIN: *******

3. A list of Voice Mails currently in your mailbox will be displayed. The date and time the messages were left is shown along with the phone number and name of caller. An envelope graphic on the left side of the message indicates whether or not you've listened to the message. A closed envelope indicates you haven't listened to it. An open envelope means you have listened to it.
4. Use the **UP** and **DOWN ARROW** buttons on your remote control to navigate through the list of Voice Mails you have received. To listen to a message, press **OK** on your remote control.

   Note: The media controls on your remote control will not work for playing, pausing, or rewinding your message.



Voice Mail

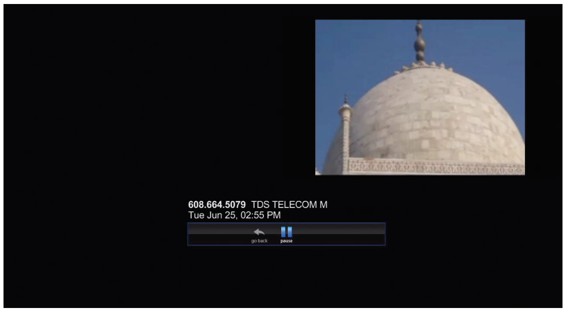
(608) 210-2622

608.664.5079 TDS TELECOM M
Tue Jun 25, 02:55 PM

1 of 1 Messages

Change channels to view other programming

5. As your message plays you can pause it or go back by using the **LEFT/RIGHT** arrows on your remote control accordingly.



608.664.5079 TDS TELECOM M
Tue Jun 25, 02:55 PM

   Note: On-Screen Voice Mail is not updated in real-time. Therefore, if someone leaves a message for you while you are viewing your Voice Mails, you need to exit and re-enter the application to see the new Voice Mail.

6. To delete a Voice Mail message select the trash can icon in the message listing, using the **LEFT** or **RIGHT ARROW** keys and press **OK** on your remote control

   Note: In the first 24-hours after deleting a message you can restore it. Deleting a message through On-Screen Voice Mail deletes it from your phone's mail box, too. If you want to restore a Voice Mail message using your phone, you are able to do so as long as you do so within 24 hours of deleting it. Just follow these steps: dial in to your Voice Mail account, accessing the main menu. Choose option 6 (review erased messages), then choose option 1 (Voice Mail), then choose option 2 (restore).

Personal Media

With Personal Media, you can connect your home PC or a USB storage device to your TDS TV network. By doing this, you can stream your photos and music from any networked home PC through your TV sets.

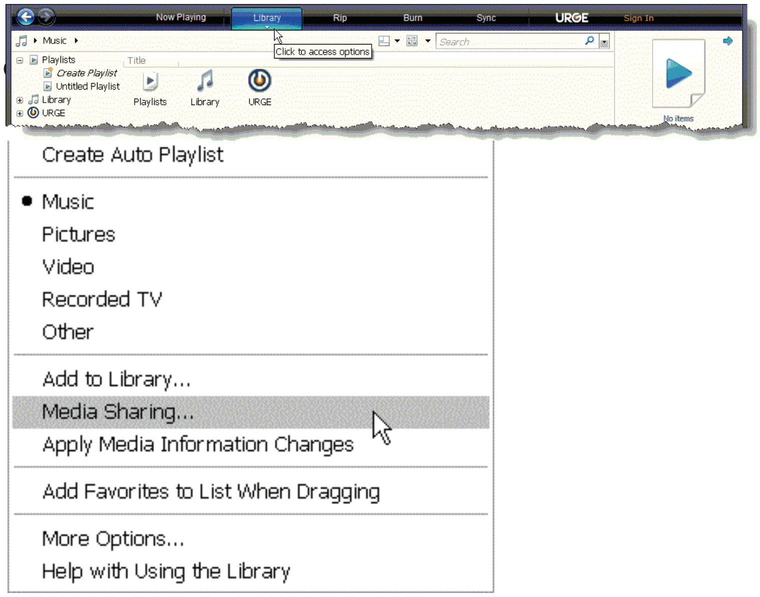
Note: To use the Personal Media feature, your TDS TV set-top boxes and your PC must be connected to the residential gateway installed by TDS or provided by TDS. Also, this feature requres a Windows-based PC with Windows Media Player 11 or higher.

Personal Media Sharing supports these formats:
Photos: .jpg or .jpeg
Music: .mp3, .wma, .aac, and .m4a
Playlists: Windows Media Playlist (.wpl) or M3U (.m3u)

Configuring Your Microsoft Windows XP/Vista PC

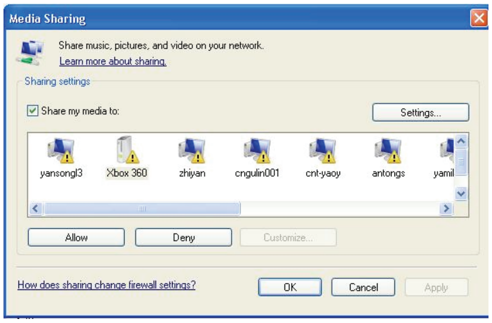
To share media with your television, you have to configure your PC by doing this:

1. On your PC, launch Windows Media Player by clicking on the **desktop** shortcut.
2. Locate the Library button on the Windows Media Player toolbar.
3.


Now Playing
Library
Rip
Burn
Sync
URGE
Sign In
Music
Click to access options
Search
Playlists
Title
Create Playlist
Untitled Playlist
Library
URGE
Playlists
Library
URGE
No items
Create Auto Playlist
Music
Pictures
Video
Recorded TV
Other
Add to Library...
Media Sharing...
Apply Media Information Changes
Add Favorites to List When Dragging
More Options...
Help with Using the Library

The Media Sharing dialog box appears.

4. Select the Share my media to check box. Click the **generic device** icon labeled Unknown Device. Then, click **OK**.


Media Sharing
Share music, pictures, and video on your network.
Learn more about sharing.
Sharing settings
☑ Share my media to:
Settings...
yansongl3
Xbox 360
zhiyan
cngulin001
cnt-yaoy
antongs
yamil
Allow
Deny
Customize...
How does sharing change firewall settings?
OK
Cancel
Apply

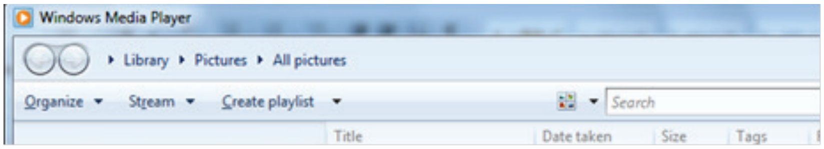
Note: If multiple generic device icons appear, select and allow all of these devices.

5. Your PC is now configured to share media with TDS TV.

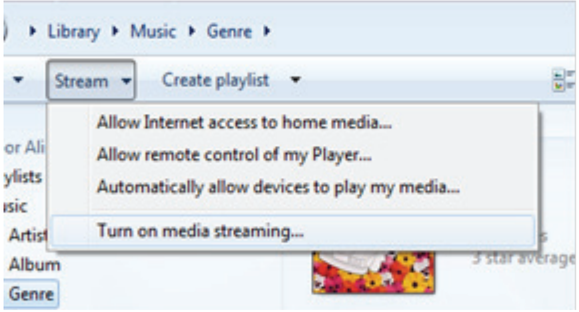
Configuring Your Microsoft Windows 7 PC

To share media with your television, configure your Microsoft Windows 7 PC by doing this:

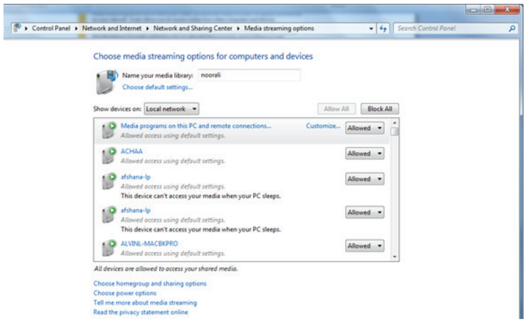
1. On your PC, launch Windows Media Player by clicking on the **desktop** shortcut.
2. Locate the Stream button on the Windows Media Player toolbar.


Windows Media Player
Library ▸ Pictures ▸ All pictures
Organize
Stream
Create playlist
Search
Title
Date taken
Size
Tags

3. Click the **Stream** button, and then select Turn on Media Sharing.


Library ▸ Music ▸ Genre ▸
Stream
Create playlist
Allow Internet access to home media...
Allow remote control of my Player...
Automatically allow devices to play my media...
Turn on media streaming...
Artist
Album
Genre

The Media Streaming options panel item appears.


Control Panel ▸ Network and Internet ▸ Network and Sharing Center ▸ Media streaming options
Search Control Panel

Choose media streaming options for computers and devices

Name your media library: noorali

Choose default settings...
Allow All
Block All
Customize...
Choose homegroup and sharing options
Choose power options
Tell me more about media streaming
Read the privacy statement online

Show devices on: Local network

Media programs on this PC and remote connections... Allowed
Allowed access using default settings.

ACHAA Allowed
Allowed access using default settings.

afshana-lp Allowed
Allowed access using default settings.
This device can't access your media when your PC sleeps.

afshana-lp Allowed
Allowed access using default settings.
This device can't access your media when your PC sleeps.

ALVINL-MACBKPRO Allowed
Allowed access using default settings.

All devices are allowed to access your shared media.

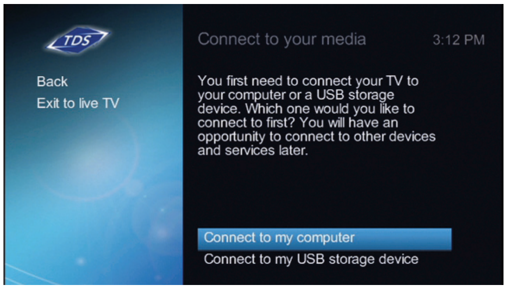
5. Select Allowed from the drop-down menu for your Mediaroom device and then click **OK**.

6. Your PC is now configured to share media with your set-top box.

Using Personal Media with your PC

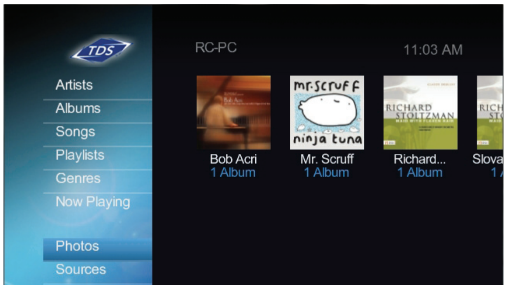
To access Personal Media, follow these steps (these steps are only necessary for initial set-up or when selecting different source pc's):

1. Press **MENU** on your remote control. Scroll across the top menu bar to TDS Applications.
2. Select Personal Media.
3. At the Welcome to Personal Media screen, select Continue.
4. Select Connect to my computer. If properly connected, the DVR will scan the network and show the list of computers available for sharing.


TDS
Back
Exit to live TV
Connect to your media
3:12 PM
Connect to my computer
Connect to my USB storage device

You first need to connect your TV to your computer or a USB storage device. Which one would you like to connect to first? You will have an opportunity to connect to other devices and services later.

5. Select the computer you have set up to view on your TV.
   By default, the Music Grid screen appears.


TDS
Artists
Albums
Songs
Playlists
Genres
Now Playing
Photos
Sources
RC-PC
11:03 AM
Bob Acri
1 Album
Mr. Scruff
1 Album
Richard...
1 Album
Slova
1

The left panel provides a set of menu categories:

- **Artist or Album**: shows the grid browse view of the music library
- **Songs, Playlists or Genres**: shows the list browse view of the music library
- **Now Playing**: displays the Now Playing screen
- **Photos:** displays photos from your photo library
- **Sources**: allows you to change the source selection (if you have more than one computer networked)

Playing Music on Your Television

To play music on your television, follow these steps:

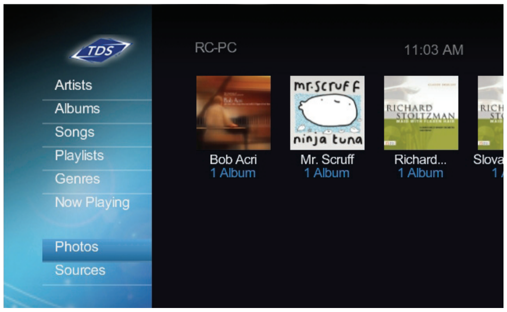
1. Press **MENU** on your remote control. Scroll across the top menu bar to TDS Applications.
2. Select Personal Media.
3. Use the **UP ARROW** and **DOWN ARROW** buttons on your remote control to select a music category. Then, press **OK**.
4. Select an artist, album, individual song or a playlist and press **OK**. The music begins playing and the artist name and song title are displayed.

   Note: Playlists must be set up on your computer using Windows Media Player.

Viewing Photos on Your Television

To view photos on your television, follow these steps:

1. Press **MENU** on your remote control. Scroll across the top menu bar to TDS Applications.
2. Select Personal Media.
3. Use the **DOWN ARROW** to select Photos


TDS
RC-PC
11:03 AM
Artists
Albums
Songs
Playlists
Genres
Now Playing
Photos
Sources
mr.scruff
ninja tuna
RICHARD STOLTZMAN
Bob Acri
1 Album
Mr. Scruff
1 Album
Richard...
1 Album
Slova

   Note: All photos will be highlighted by default.

4. Use the **RIGHT/LEFT** arrow buttons on your remote control to highlight an individual image.
5. Press the **OK** button to display as a slideshow.

Playing Music and Viewing Photos Together

To play music and view photos on your television, do this:

1. Press **MENU** on your remote control. Scroll across the top menu bar to TDS Applications.

2. Select Personal Media.
3. Use the **DOWN ARROW** to select Photos
4. Use the **RIGHT/LEFT** arrow buttons on your remote control to highlight an individual image.
5. Press the **OK** button to display as a slideshow.
6. Press the **MENU** button on your remote control.
7. Use the **DOWN ARROW** button on your remote control. Here you can change the sorting function, speed of the slideshow and select background music.

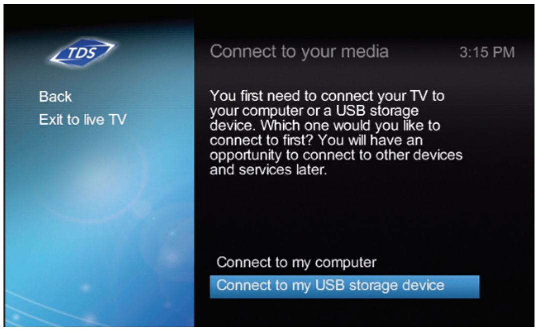
Using Personal Media with a USB Storage Device

To access Personal Media from a USB drive, follow these steps:

Important: For the set-top box to be able to read the pictures or music files on the USB, they must be inside a folder on the USB device.

Required: Your personal media devices must be in FAT32 format in order to be detected by the USB port.

1. Insert a USB storage device that contains pictures and/or music into the USB port on the front of your set-top box
2. Press **MENU** on your remote control. Scroll across the top menu bar to TDS Applications.
3. Select Personal Media.
4. Select Connect to my USB storage device.



You first need to connect your TV to your computer or a USB storage device. Which one would you like to connect to first? You will have an opportunity to connect to other devices and services later.

5. In the left menu near the bottom, select either Photos or Music.

6. Choose All Songs or All Photos.

7. Use the ARROW keys to navigate through the folder where you created and stored your Photos and Music.

Tip: Use the **RIGHT** and **LEFT** ARROW keys to scroll through your photos as they are displayed on the screen

To exit Personal Media do one of the following:

1. From any screen, select Back or press the **BACK** key on the remote to return to the previous screen.
2. Press **Exit to live TV** on the remote control to navigate to full-screen TV.
3. Press **Menu** to return to the TDS TV Menu screen.

Remote Control Keys

The following table lists your remote control keys and how they work with Personal Media.

Remote Control Key	Photos Only	Music Only	Photos and Music
Play	Play Slideshow.	Play music.	Play photos and music.
Pause	Pause Slideshow.	Pause music.	Pause photos and music.
Stop	Stop slideshow and go back to browsing.	Stop music and go back to browsing.	Stop photos and music and go back to browsing.
Skip	Skip to next photo.	Skip to next song.	Skip to next song.
Replay	Skip to previous photo.	Replay song.	Replay song.
FF	Fast forward. Photos display faster.	Nothing happens.	Photos display faster.
Rew	Rewind. Photos display backward.	Nothing happens.	Photos display backward.
Down/Right Arrow	Go to next slide. (Only if not browsing.)	Nothing happens.	Go to next slide. (Only if not browsing.)
Up/Left Arrow	Go to previous slide. (Only if not browsing.)	Nothing happens.	Go to next slide. (Only if not browsing.)
OK	Toggles between pause and play.	Nothing happens.	Toggles between pause and play of photos.
Info	Nothing happens.	The metadata panel is displayed.	The metadata panel is displayed.

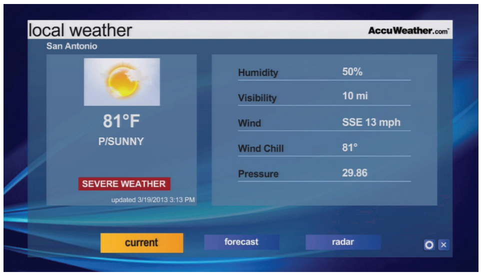
Advanced Local Weather Application

To set up your local weather, follow these steps:

1. Tune your Set Top Box to either channel 219 or 1219. You should see the current weather tile for your general area
2. Press the **OK** button on your remote to launch the application.
3. Once the Local Weather Application has launched, use the **RIGHT ARROW** button on your remote to navigate to the Settings Icon (small gear in the bottom right corner of your screen) and press the **OK** button on your remote.
4. Use the **UP** or **DOWN ARROW** buttons on your remote to navigate to the appropriate city, highlight the Save icon, and press the **OK** button on your remote.
5. Your location has now been updated and saved.

Using the local weather application – current tab:

1. Once the Weather application has launched, you will be presented with the following screen:



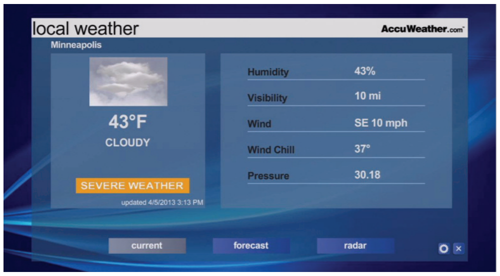
81°F
P/SUNNY

Humidity	50%
Visibility	10 mi
Wind	SSE 13 mph
Wind Chill	81°
Pressure	29.86

updated 3/19/2013 3:13 PM

2. While viewing the current weather tab, this screen will automatically rotate (every 8 seconds) through 3 different views of your local weather.

3. If there is a Severe Weather Alert for your local area, you will be presented with the following notification under the current tab:


local weather
AccuWeather.com
SEVERE WEATHER
current
forecast
radar

Minneapolis

43°F

CLOUDY

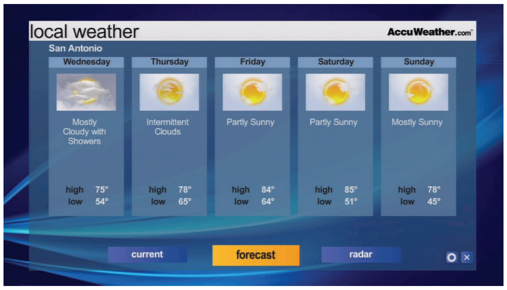
updated 4/5/2013 3:13 PM

Humidity	43%
Visibility	10 mi
Wind	SE 10 mph
Wind Chill	37°
Pressure	30.18

4. When the Severe Weather alert icon is flashing, use the **UP** or **DOWN ARROW** buttons on your remote to select the Severe Weather icon on your screen. Once selected, press the **OK** button on your remote.
5. From this screen, you can view details of the severe weather alert. To scroll though the details of the Severe Weather Alert, select the either the **UP** or **DOWN ARROW** above or below the text of the Severe Weather Alert message (highlighted in Yellow). Once either the **UP** or **DOWN ARROW** is selected, press the **OK** button on your remote to scroll through the Severe Weather Alert message.

Using the local weather application – forecast tab:

1. By selecting the forecast tab, you will be able to view the 5 day weather forecast for your local area:

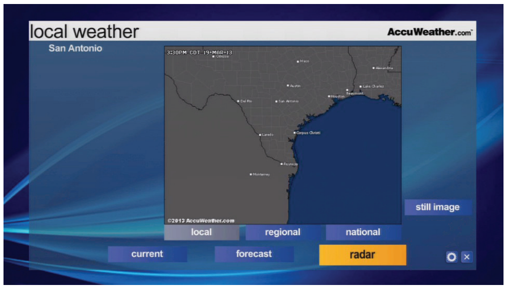

local weather
AccuWeather.com
current
forecast
radar

San Antonio

Wednesday	Thursday	Friday	Saturday	Sunday
Mostly Cloudy with Showers	Intermittent Clouds	Partly Sunny	Partly Sunny	Mostly Sunny
high 75°	high 78°	high 84°	high 85°	high 78°
low 54°	low 65°	low 64°	low 51°	low 45°

Using the local weather application – radar tab:

1. By selecting the radar tab, you will be able to view your local, regional, and the national weather radar.


local weather
AccuWeather.com
San Antonio
©2013 AccuWeather.com
still image
local
regional
national
current
forecast
radar

2. If you would like to pause the radar animation, using the **UP** or **DOWN ARROW** buttons on your remote, select the still image icon on the right side of your screen (highlighted in yellow). Once selected, press the **OK** button on your remote. If you would like to resume the radar animation, press the **OK** button again.

Exiting the local Weather Application:

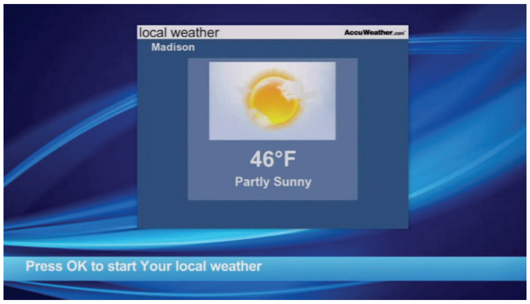
1. If at any time you would like to exit the Weather Application, select the small "X" icon in the lower right-hand corner (highlighted in yellow), and press the **OK** button on your remote.

   a. You can also exit the Weather Application at any time by using any one of the following methods.

      1) Press the **Exit to TV** button the remote

    2) Press the **Guide** button on the remote and select a different channel
    3) Press the **Menu** button on the remote
    4) Press the **DVR/Recorded TV** button on the remote

2. Once the “X” icon has been selected, you will be presented with the following screen:



Press OK to start Your local weather

3. From here you can use the **CHANNEL UP** and **CHANNEL DOWN** buttons to select a different channel.

Viewing weather from other cities within the Weather Application:

1. Once the Local Weather Application has launched, use the **RIGHT ARROW** button on your remote to navigate to the Settings Icon (small gear in the bottom right corner of your screen) and press the **OK** button on your remote control.
2. Use the **UP** or **DOWN ARROW** buttons on your remote to navigate to the appropriate city, highlight the just visiting icon, and press the **OK** button on your remote
3. Once selected, you will now be viewing the weather in a different city, however, this selection will not be saved.
4. To return to your local weather, exit and re-launch the weather application.

Using Parental Locking Controls

You can prevent children from viewing live programs, recorded programs, and rented videos you do not want them to see. You indicate what you want to control and set a personal identification number (PIN). Viewers must enter the PIN to watch any show for which parental locking is in effect.

After setting up parental locking, you can change the locking settings, change your PIN, turn off locking temporarily, or turn off locking completely.

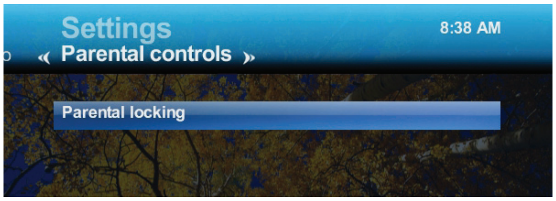
Note: Locked channels and programs still appear in the program guide, and any viewer can schedule them to record without specifying a PIN. However, viewers must specify a PIN to watch the recorded programs.

Getting Ready to Use Parental Locking

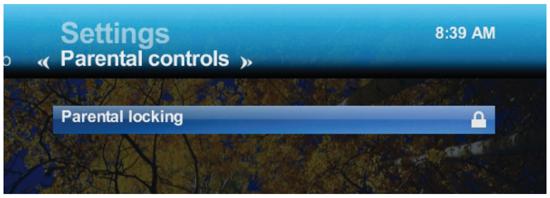
To create a PIN for parental locking, follow these directions:

1. Press **MENU** on your remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Select Parental controls.

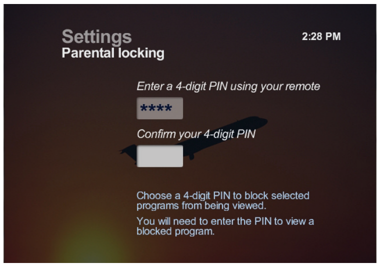
A picture of a lock is not shown, it means that no PIN is set and parental locking is not in effect.


Settings
8:38 AM
Parental controls
Parental locking

If a picture of a lock is shown, that means that a PIN is already set and parental locking is in effect.


Settings
8:39 AM
Parental controls
Parental locking

4. Select Parental locking and press the **OK** button.
5. Use the number buttons on your remote control to enter a four-digit **PIN**. When typing the PIN, you can press the **DELETE** button on your remote control to erase the previously typed digit.
6. Enter the **PIN** again to confirm it in response to the prompt.


Settings
Parental locking
2:28 PM

Enter a 4-digit PIN using your remote

****

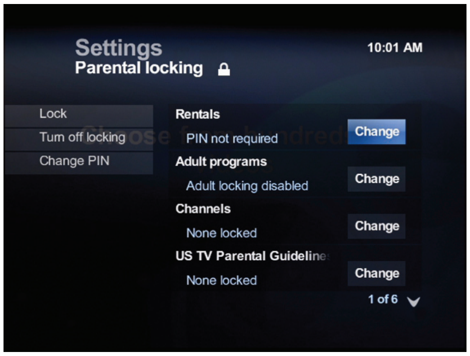
Confirm your 4-digit PIN

Choose a 4-digit PIN to block selected programs from being viewed.

You will need to enter the PIN to view a blocked program.

  - If a PIN is already set, you must enter the correct PIN to access the screens that enable you to change parental locking settings.

The Parental locking Settings screen appears.


Settings
Parental locking
10:01 AM
Lock
Turn off locking
Change PIN
Change
Change
Change
Change
1 of 6

Rentals
PIN not required
Adult programs
Adult locking disabled
Channels
None locked
US TV Parental Guidelines
None locked

Using the Parental locking Settings screen, you can:

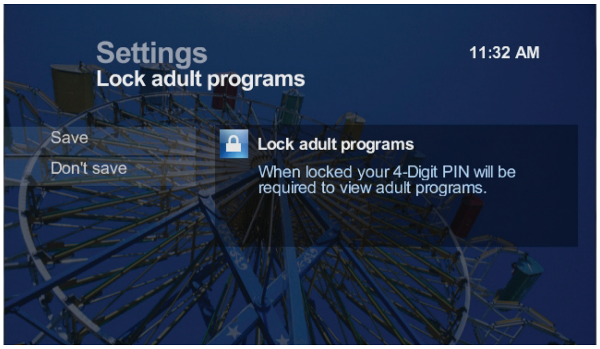
- Lock adult content.
- Lock specific channels.
- Lock movie and TV ratings.
- Lock unrated movies and TV programs.
- Change a PIN.
- Turn off parental locking, or turn it back on.

Locking Adult Content

To lock or unlock adult content:

1. Open the Parental locking Settings screen and enter your **PIN** as described in Getting Ready to Use Parental Locking.
2. Use the **RIGHT ARROW** button on your remote control to select the Change button next to Adult programs and press **OK**.

   The Lock adult programs Settings screen appears.

   Lock adult programs

   When locked your 4-Digit PIN will be required to view adult programs.

3. Use the **RIGHT ARROW** button on your remote control to select Lock adult programs, and then press the **OK** button.

   The lock icon appears or disappears, depending on whether you are locking or unlocking rentals.

4. Use the **ARROW** buttons to select Save and then press the **OK** button.

Locking and Unlocking Rentals

You can require viewers to enter a PIN to rent or purchase videos and other programs.

To lock or unlock rentals:

1. Open the Parental locking Settings screen and enter your **PIN** as described in Getting Ready to Use Parental Locking.
2. Use the **RIGHT ARROW** button on your remote control to select the Change button next to Rentals and press **OK**.

   The Lock renting Settings screen appears.

3. Use the **RIGHT ARROW** button on your remote control to select Lock renting, and then press the **OK** button.

   The lock icon appears or disappears, depending on whether you are locking or unlocking rentals.

4. Use the **ARROW** buttons to select Save and then press the **OK** button.

   You can select Don't save to exit from this screen without saving the changed setting.

Locking and Unlocking Channels

You can require viewers to enter a PIN to view specific channels. Locked channels still appear in the program guide. You can unlock specific channels or all channels.

To lock or unlock channels:

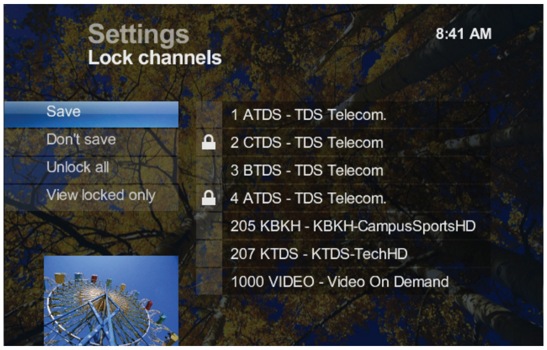
1. Open the Parental locking Settings screen as described in Getting Ready to Use Parental Locking.
2. Use the **DOWN ARROW** button on your remote control to select the Change button next to Channels, and

then press the **OK** button.

The Lock channels Settings screen appears, showing a list of all channels (both locked and unlocked channels).

- If a channel is unlocked, no lock icon is shown.
- If a channel is already locked, a lock icon is shown.

Viewers cannot view locked channels without entering the correct parental locking PIN.


Settings
Lock channels
8:41 AM
Save
Don't save
Unlock all
View locked only
1 ATDS - TDS Telecom.
🔒 2 CTDS - TDS Telecom
3 BTDS - TDS Telecom
🔒 4 ATDS - TDS Telecom.
205 KBKH - KBKH-CampusSportsHD
207 KTDS - KTDS-TechHD
1000 VIDEO - Video On Demand

3. Press the **OK** button on on the remote control to go to the channel list.
4. Use the **UP ARROW** and **DOWN ARROW** buttons to select the channel that you want to lock or unlock, and then press the **OK** button to change the lock setting:
   - To lock an unlocked channel, press the **OK** button (the lock icon appears).
   - To unlock a locked channel, press the **OK** button (the lock icon disappears). (To unlock all channels, select Unlock all on the left side of the screen and press **OK**.)
5. Select Save and then press the **OK** button.

   You can select Don't Save to exit from this screen without saving your changes to the list of locked channels.

   You are returned to the Parental locking Settings screen.
6. If you have finished setting up parental locking, use the arrow buttons on your remote control to select Lock, and then press the **OK** button.

Viewing the List of Locked Channels

To view only the locked channels, do this:

1. Open the Lock channels Settings screen as described in Locking and Unlocking Channels.
2. Select View locked only, and then press the **OK** button.

   View locked only changes to View all channels. To restore the full list of locked and unlocked channels, select View all channels, and then press the **OK** button.

Locking and Unlocking Rated Movies and TV

You can require viewers to enter a PIN to view videos and other programs with a specified rating. This also restricts programs with higher ratings.

To lock or unlock rated movies or TV programs, do this:

1. Open the Parental Locking Settings screen as described in Getting Ready to Use Parental Locking.
2. Use the **ARROW** buttons on your remote control to select the Change option for the rating system that you

want to use—for example, Movie Ratings (MPAA) or US TV Parental Guidelines (VCHIP-style). Press **OK**.

Note: Turning parental locking on or off based on TV ratings does not affect any V-Chip settings in your TV.

3. Use the **DOWN ARROW** or **CHANNEL/PAGE** button on your remote control to select the rating system, such as Movie Ratings, and then press the **OK** button on your remote control.

   The Settings screen appears for the rating system that you selected.

4. Use the **UP ARROW** and **DOWN ARROW** buttons on your remote control to select the lowest rating that you want to lock, and press **OK**.

   A lock icon appears next to the lowest locked rating and all the ratings above that rating. Viewers cannot view programs with that rating or any higher rating without entering the correct PIN.

   To unlock all ratings, select Unlock all on the screen, and then press the **OK** button to make all the lock icons disappear.

5. Select Save and then press the **OK** button. (Select Don't Save to exit from this screen without saving your changes.)

6. If you have finished setting up parental locking, use the arrow buttons on your remote control to select Lock, and then press the **OK** button.

Locking Unrated Movies and TV Programs

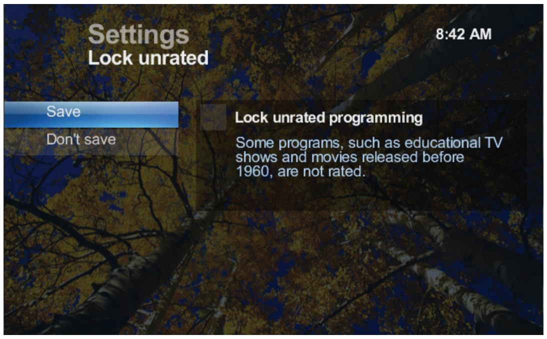
You can require viewers to enter a PIN to view videos and other programs that do not have ratings.
Simply do this:

1. Open the Parental Locking Settings screen.

2. Use the **ARROW** buttons on your remote control to scroll down to the Change option for Unrated Content.

3. Press the **OK** button.

   The Lock unrated Settings screen appears.

   Some programs, such as educational TV shows and movies released before 1960, are not rated.

4. Press **OK** to select the Lock unrated programming option. A lock icon will appear.

   Now viewers must enter the correct four-digit PIN to watch programs that have no rating.

   Note: To unlock unrated programming, press the **OK** button until no lock icon is shown. Now any viewer can watch programs that have no rating.

5. Use the **LEFT ARROW** button to select Save, and then press the **OK** button.

   You can select Don't Save to exit from this screen without saving the changed setting.

6. If you have finished setting up parental locking, use the arrow buttons on your remote control to select Lock, and then press the **OK** button.

Changing Your PIN

To change your PIN at anytime, do this:

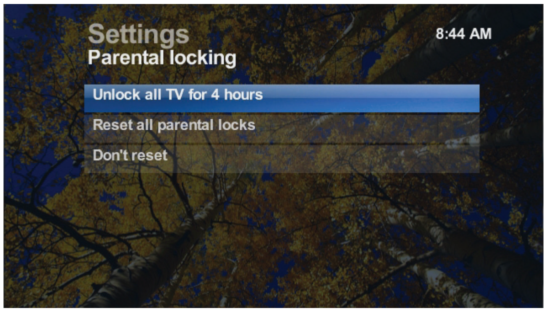
1. Open the Parental Locking Settings screen as described in Getting Ready to Use Parental Locking.
2. Use the **ARROW** buttons on your remote control to select Change PIN, and then press **OK**.
3. Use the number buttons on your remote control to enter a four-digit PIN, and then enter the PIN again to confirm it.

   Now anyone who wants to change parental-locking settings must specify the new PIN.
4. If you have finished setting up parental locking, use the **ARROW** buttons on your remote control to select Lock, and then press the **OK** button.

Turning Off Parental Locking

You can turn off parental locking temporarily, while still keeping your PIN, or you can turn off parental locking completely and delete your PIN.

Note: You cannot use these parental-locking settings to turn off parental locking for a specific program. You can, however, unlock a currently playing program that you have tuned to.

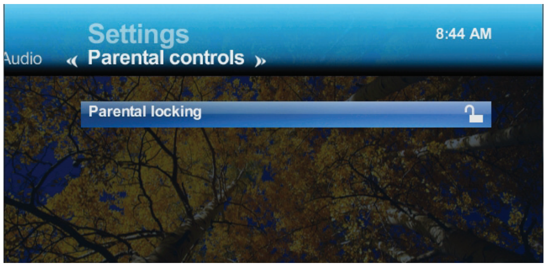


To temporarily turn off parental locking for all programs:

1. Open the Parental Locking Settings screen.
2. Use the **ARROW** buttons on your remote control to select Turn off locking, and then press **OK**.
3. Select Unlock all TV for 4 hours, and then press **OK**.

   The Parental Locking Settings screen closes, and the last channel tuned is displayed on the screen.

   The Parental locking option in the General Settings screen shows parental locking as unlocked.

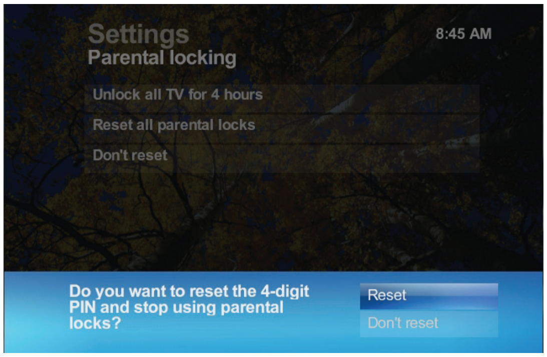
   After you unlock programming temporarily, viewers can watch any program without entering a PIN during the temporary unlock period.

   Note: If you change your mind and want to restore parental locking before the 4 hours are up, you can turn it back on again.

To completely turn off parental locking and eliminate your PIN here's what you do:

1. Open the Parental Locking Settings screen.
2. Use the **ARROW** buttons on your remote control to select Turn off locking, and then press **OK**.
3. Select Reset all parental locks, and then press **OK**.

   A message appears, asking you to confirm your choice.

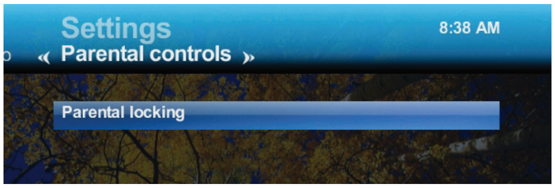
   

   Do you want to reset the 4-digit PIN and stop using parental locks?

4. In the message, select Reset, and then press **OK**.

   The set-top box dismisses the Parental Locking Settings screen and returns to the last channel tuned.

   The Parental locking option in the General Settings screen shows parental locking as completely turned off.

   Now viewers can watch any program without entering a PIN. To restore parental locking, you must set up a new PIN and new controls..

   You can select Don't Reset to exit from this screen without turning off parental locking.

Turning Parental Locking Back On

You can turn parental locking back on after turning it off temporarily (for example, you unlocked a currently playing program or you turned off all parental locking for 4 hours).

Note: If you turned parental locking off completely by selecting Reset all parental locks, you must set it up again from the beginning, creating a new PIN and new parental locking settings.

To turn parental locking back on using the POWER button, do this:

- Press the **POWER** button on your remote control to put the set-top box in standby mode. Then, press the **POWER** button again to watch TV.

  This sequence restores all parental-locking settings in effect before you turned them off temporarily.

To turn parental locking back on using the Parental Locking Settings screen, do this;

1. Open the Parental Locking Settings screen. You will have to re-enter your PIN.
2. Select Lock in the Parental Locking Settings screen, and then press the **OK** button.

   This restores all parental-locking settings in effect before you turned them off temporarily. To check that the settings have been restored, do one or both of the following:

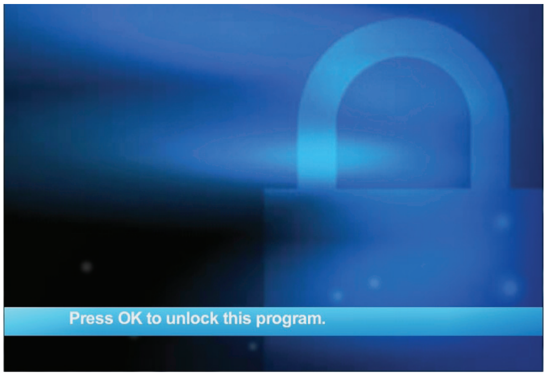
- If you unlocked one program, tune to the program to verify that it is now locked.
- If you turned off parental locking for 4 hours, display the General Settings screen (press **MENU**, select settings on the horizontal menu bar, select General, and then press **OK**). The Parental locking element now shows a lock icon that is locked.

Watching a Locked Program

You use parental locking to prevent children or other unauthorized viewers from watching or renting specific programs.

You can unlock and watch a particular locked program by specifying the correct personal identification number (PIN), but only for a program that is currently playing.

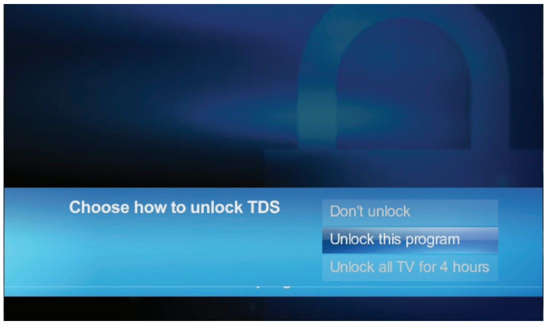
The following screen appears when you tune to a currently playing locked program.



Press OK to unlock this program.

Here's how to unlock a locked program:

1. When you see the locked program screen, press the **OK** button on your remote control.
2. Enter the correct four-digit **PIN** at the prompt. This PIN was set by the subscriber who configured parental locking.
3. Use the **UP ARROW** and **DOWN ARROW** buttons on your remote control to move to the unlocking option you want, and then press the **OK** button to unlock the program.



Choose how to unlock TDS

- To unlock the program and begin watching it immediately, select Unlock this Program.

  The program remains unlocked until it ends, after which point the program relocks.

  Note: The program may also relock if you change channels, in which case you have to unlock the program again if you tune back to it.

- To unlock all programs temporarily, select Unlock all TV for 4 hour(s).

  The locked program is unlocked and begins playing, and parental locking is turned off for 4 hours.

  Note: If you have set up rental locking, viewers must still enter the PIN to rent or buy videos and other content.

- To remain on the locked program screen without unlocking the program, select Don't unlock.

  You can then tune to another channel.

  If you press **PAUSE** to pause the channel while watching an unlocked program and the channel begins showing a locked program, you can still watch, rewind, and fast-forward in the unlocked program. However, if you try to watch or fast-forward into the locked program, the locked program screen appears. To unlock the program, press **OK**, enter your **PIN**, select Unlock this Program, and press **OK**.

Searching for Programs

You can search for programs using the Search screen or the More Showtimes screen, which is available by using a button on the Program Info, Stopped, and Finished screens. The easiest way to get to the Search screen is by pressing the MENU button on your remote control. Then use the DOWN ARROW to highlight the Search option and press OK.

Searching for Programs Using the Search Screen

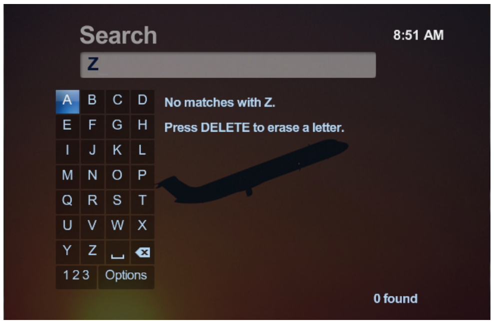
To find programs that you want to watch, you can enter one of the following into the Search Screen:

- The title of the program.
- The name of a person (actor, director, etc.) involved with the program.

For example, if you enter the text "John," the search results show programs starring actors named John (such as "John Smith"), and programs with "John" in the title (such as *King John*). You can also filter the results, showing only programs that exactly match a title or actor's name.

This is how you search for a specific program:

1. Choose Search from the main menu's Live TV or Video on Demand menus.



Search

Z

8:51 AM

No matches with Z.

Press DELETE to erase a letter.

0 found

2. Use the **ARROW** buttons on your remote control to highlight the first letter you are searching for, and then press **OK**. TDS TV shows only those programs containing the letter you entered.
3. Repeat Step 2, adding more letters to the search. As you add more letters, TDS TV narrows down the search results.

   To enter a number, highlight the 123 button on the screen, and press **OK**. TDS TV replaces the alphabet with a number pad. Select the number with the arrow buttons on your remote control, and press **OK** to enter it. To switch to the alphabetic keyboard, highlight ABC and press **OK**.
4. To select a title or actor, press the **RIGHT ARROW** key until one of the names is highlighted. Then use the arrow keys to move to the desired selection and press **OK**.

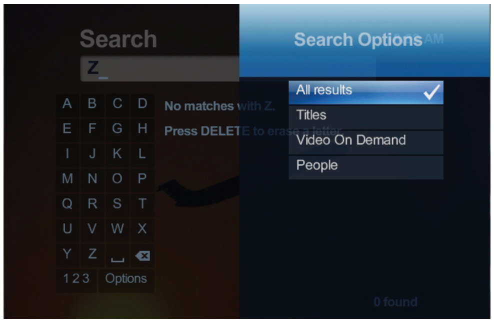
   If you select a program title, TDS TV displays the times that the program will play. Highlight a time and press **INFO** on the remote to view the Program info screen and record the program.

   If you select a person's name, TDS TV displays a list of programs featuring that person. You can schedule a recording from the Program info screen for a program.

To search by using advanced search features, do this:

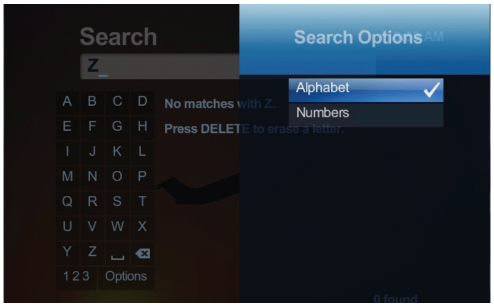
1. Access the Search screen as described in To search for a specific program.
2. Select the on-screen Options button with the arrow buttons, and press **OK**

   TDS TV displays the Search screen's Options menus. You can choose options from the Filter Results menu or the Keyboard menu. The Filter Results menu lets you choose which search results to display:


Search
Z_
A B C D
E F G H
I J K L
M N O P
Q R S T
U V W X
Y Z
123 Options
No matches with Z.
Press DELETE to erase a letter.
Search Options
All results ✓
Titles
Video On Demand
People
0 found

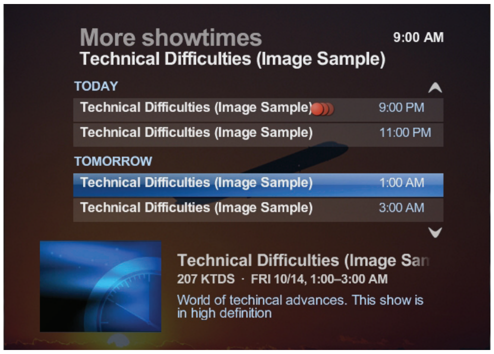
- **All results**: Displays people, program titles, and VOD offerings matching the search text.
- **Titles**: Displays program titles matching the search text.
- **Video on Demand**: Displays VOD offerings matching the search text.
- **People**: Displays names of people matching the search text.

The Keyboard menu enables you to switch between the alphabetic keyboard and the numeric keyboard, just like using the on-screen 123 and ABC buttons.


Search
Z_
A B C D
E F G H
I J K L
M N O P
Q R S T
U V W X
Y Z
123 Options
No matches with Z.
Press DELETE to erase a letter.
Search Options
Alphabet ✓
Numbers
0 found

Searching for Programs Using the More Showtimes Screen

The More showtimes screen is accessed by using the More showtimes button on the Program info, Stopped, and Finished screens. This page displays all available airings of the current program (TV series, movies, or otherwise).


More showtimes
9:00 AM
Technical Difficulties (Image Sample)
TODAY
Technical Difficulties (Image Sample) 9:00 PM
Technical Difficulties (Image Sample) 11:00 PM
TOMORROW
Technical Difficulties (Image Sample) 1:00 AM
Technical Difficulties (Image Sample) 3:00 AM
Technical Difficulties (Image San
207 KTDS · FRI 10/14, 1:00–3:00 AM
World of techincal advances. This show is in high definition

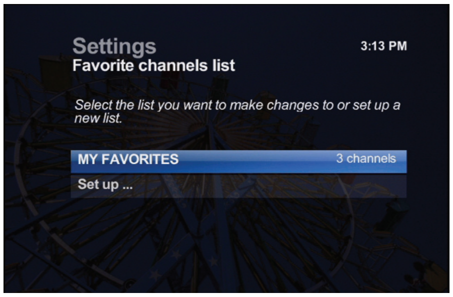
The More showtimes screen displays the available showtimes grouped by date. If previous showtimes are available, they are displayed in a "Previous programs" grouping.

Creating or Revising Favorites Lists

The Favorites screen is an abbreviated program guide containing only the channels and programs you've chosen. Up to five favorites lists can be created per set-top box.

To set up or revise a list of favorites do this:

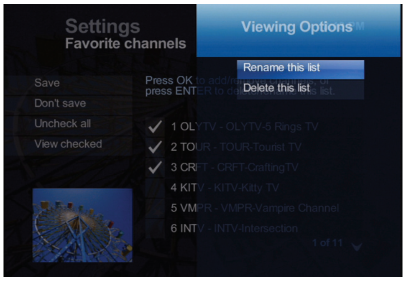
1. Press the **MENU** button on your remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Use the **DOWN ARROW** button to select Television. Press the **OK** button.
4. Use the **DOWN ARROW** button to select Set up favorites. Press the **OK** button.
5. If you are creating a list for the first time, select Set-up. If you are revising a favorites list that is already set up, select it and press the **OK** button.



Select the list you want to make changes to or set up a new list.

The Favorite channels Settings screen shows all the channels that are available to you, with a check box next to each channel. Channels that are in your favorite channels list have a check mark in the check box. The picture-in-picture (PIP) at the bottom of the screen shows the program currently playing on each channel.

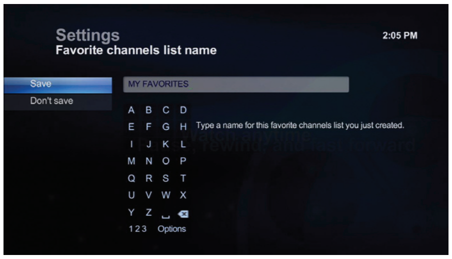
6. Use the **UP ARROW, DOWN ARROW**, and **OK** buttons to scroll through the list and select channels. You can do the following:
   - **Include a channel in your favorite channels list**. Select the unchecked check box for the channel, and then press the **OK** button. A check mark appears in the check box.
   - **Delete a channel from your favorite channels list**. Select the checked check box for the channel, and then press the **OK** button. The check mark disappears from the check box.
   - **Reset all the check boxes to unchecked, clearing your favorite channels list**. Use the **ARROW** buttons to select Uncheck all, and then press the **OK** button. All the check boxes are cleared.
   - **Show only the channels in your favorite channels list**. Use the **ARROW** buttons to select View checked, and then press the **OK** button. The list shows only check boxes that have a check mark, and the View checked option becomes View all.
   - **Show the entire list**. Select View all.
7. Press the **ENTER** button. The Viewing Options panel appears.
8. Select Rename this list to name the favorite list, or Delete this list. Then select Save.



Press OK to add/remove channels, or press ENTER to delete/rename this list.

☑ 1 OLYTV - OLYTV-5 Rings TV
☑ 2 TOUR - TOUR-Tourist TV
☑ 3 CRFT - CRFT-CraftingTV
☐ 4 KITV - KITV-Kitty TV
☐ 5 VMPR - VMPR-Vampire Channel
☐ 6 INTV - INTV-Intersection

9. Use the **LEFT ARROW** and **UP ARROW** to select Save, and then press the **OK** button.


Settings
Favorite channels list name
2:05 PM
Save
Don't save
MY FAVORITES
A B C D
E F G H
I J K L
M N O P
Q R S T
U V W X
Y Z
123 Options

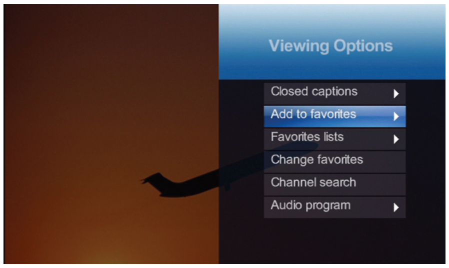
Type a name for this favorite channels list you just created.

Note: To save your settings, you must select Save and press **OK** before you leave the Favorite channels Settings screen. Select Don't save to exit from the screen without saving your settings. The favorite channels list remains unchanged.

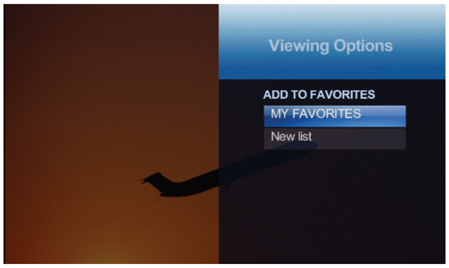
You can repeat the process up to four more times.

One-Touch Channel Favorites Set Up

1. To quickly and easily add the channel you are watching to your Favorites List, push the **ENTER** key located in the lower right-hand corner of the keypad on your remote control to see the Viewing Options menu.
2. Use the **DOWN ARROW** key to highlight Add to Favorites and press the **OK** button.


Viewing Options
Closed captions
Add to favorites
Favorites lists
Change favorites
Channel search
Audio program

NOTE: If you have more than one Favorites list saved, use the **UP and DOWN ARROW** keys to select the desired Favorites list to add the channel to, then press the **OK** button.


Viewing Options
ADD TO FAVORITES
MY FAVORITES
New list

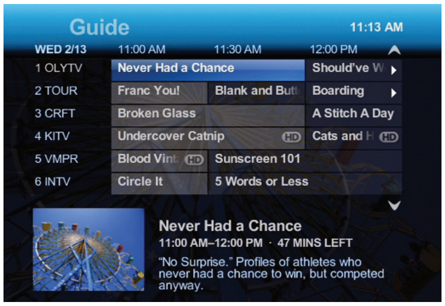
Using a Favorite Channels List

After you have set up your favorite channels list, you can use it to access programs as you would use the regular program guide.

To use the Favorites screen:

1. Press the **MENU** button on your remote control.
2. Under Live TV, use the **DOWN ARROW** button to select Favorites, then press the **OK** button on your remote control.

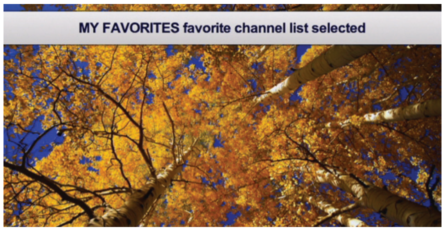
   If you have already set up favorites, the Favorites screen appears. Use it as you would the regular program guide.



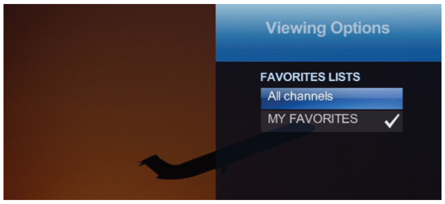
WED 2/13	11:00 AM	11:30 AM	12:00 PM
1 OLYTV	Never Had a Chance		Should've W
2 TOUR	Franc You!	Blank and Butt	Boarding
3 CRFT	Broken Glass		A Stitch A Day
4 KITV	Undercover Catnip HD		Cats and H HD
5 VMPR	Blood Vint HD	Sunscreen 101	
6 INTV	Circle It	5 Words or Less	

Never Had a Chance
11:00 AM–12:00 PM · 47 MINS LEFT
"No Surprise." Profiles of athletes who never had a chance to win, but competed anyway.

3. If you have multiple Favorites lists saved, use the **UP** and **DOWN ARROW** keys to select your desired Favorites list and press the **OK** button.


MY FAVORITES favorite channel list selected

NOTE: To return to All Channels in your programming, follow steps 2 and 3 above, and select All Channels from the list presented



Hiding and Showing Channels in the Program Guide

TDS TV gives you access to many channels. Use the Customize Channels Settings screen to determine which channels appear in the program guide. Channels you choose to hide do not appear in the program guide.

To hide or show channels in the program guide:

1. Press **MENU** on your remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Select Television, and then press the **OK** button.
4. Select Customize channel guide, and then press the **OK** button.

   The Customize channels Settings screen shows the channels you can display in the program guide. Channels that are currently displayed in the program guide have a check mark in the check box. Channels that are not currently displayed in the program guide have an unchecked check box.

   The PIP at the bottom of the screen shows the program currently playing on each channel.

5. Using the **ARROW** buttons, you can do the following:
    - **Hide a channel that is currently displayed in the program guide**. Select the checked check box for the channel, and then press the **OK** button.
    - **Make a hidden channel reappear in the program guide**. Select the unchecked check box for the channel, and then press the **OK** button.
    - **Make all channels appear in the program guide**. Select Check All, and then press the **OK** button.
    - **Show only the unchecked boxes (hidden channels) in the list**. Select View Unchecked, and then press the **OK** button. The list shows only boxes that do not have a check mark, and the View Unchecked option becomes Show All.
    - **Restore the entire list**. Select Show All, and then press the **OK** button.
    - **Save your settings and make them effective in the program guide**. Select Save, then press the **OK** button. Select Don't Save to exit from the screen without saving your settings. The program guide remains unchanged.

Changing Settings

TDS TV enables you to view and customize features of your service.

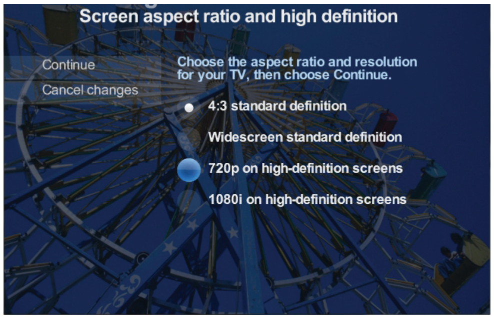
Changing Screen Aspect Resolution

Changing the screen aspect ratio changes the screen dimensions for the video image and for the TDS TV screens.

To change the screen aspect ratio, do this:

1. Press **MENU** on your set-top box remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Select Television. Then, press the **OK** button.
4. Select Screen aspect ratio and high definition. Then, press **OK**.

    The Screen aspect ratio and high definition screen appears.



Screen aspect ratio and high definition

Choose the aspect ratio and resolution for your TV, then choose Continue.

● 4:3 standard definition

Widescreen standard definition

720p on high-definition screens

1080i on high-definition screens

5. Select the desired aspect ratio and resolution, and then press **OK**:
    - **4:3 standard definition**: Used for ordinary televisions.
    - **Widescreen standard definition**: Used if you have a wide-screen TV (16:9 aspect ratio) that does not display in high-definition.
    - **720p high definition**: Used if you have a wide-screen TV that displays images 720 pixels wide (this is sometimes called "enhanced definition").

- **1080i high definition**: Used if you have a wide-screen TV that displays high-definition images (1080 pixels wide).

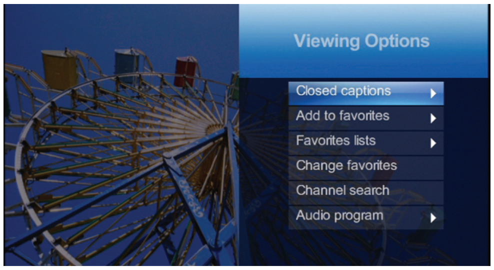
6. Use the **ARROW** buttons to select Continue, and then press **OK**.

   To exit from this screen without changing the aspect ratio, select Cancel Changes and press **OK**.

Changing Closed-Captioning Settings

Closed captioning displays the audio portion of a television program as text on the screen. TDS TV has closed-captioning off by default.
To enable closed captioning, do this:

1. While watching LIVE TV press the **ENTER** button.
2. Select Closed captions


Viewing Options
Closed captions
Add to favorites
Favorites lists
Change favorites
Channel search
Audio program

3. Select On and press the **OK** button.

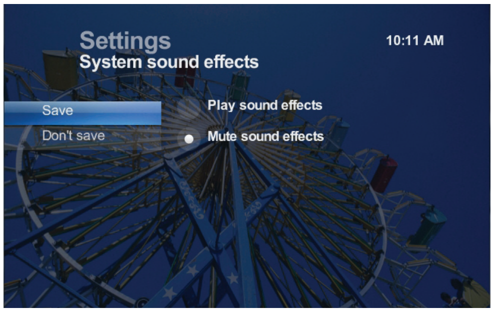
Turning System Sound Effects On and Off

TDS TV provides sound effects, such as beeps and clicks, as you press buttons on your remote control to navigate and select features.

To turn the sound effects on or off, do this:

1. Press **MENU** on your remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Select General. Then, press the **OK** button.
4. Use the **DOWN ARROW** button to select System sound effects. Then, press **OK**.

   The System Sound Effects Settings screen appears.


Settings
System sound effects
10:11 AM
Save
Don't save
Play sound effects
● Mute sound effects

5. Use the **ARROW** buttons to select Play sound effects or Mute sound effects. Then, press **OK**.

   If you select Mute sound effects, the sound effects are turned off until you use this screen to turn them back on again.

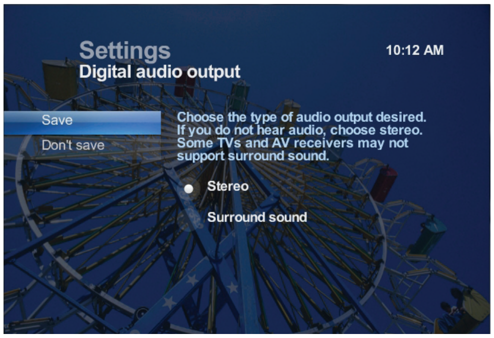
6. Use the **ARROW** buttons to select Save. Then, press **OK**.

   You can select Don't Save and press **OK** to exit from this screen without changing the sound effects setting.

Changing Digital Audio Output

To change the digital audio output:

1. Press the **MENU** button on your remote control.
2. Use the **RIGHT ARROW** button to select Settings on the horizontal menu bar.
3. Select Audio, select Digital audio output, and then press the **OK** button. The Digital audio output settings screen appears.



Choose the type of audio output desired. If you do not hear audio, choose stereo. Some TVs and AV receivers may not support surround sound.

4. Use the **DOWN ARROW** button to select Stereo or Surround sound. Select Save, then press the **OK** button.

   Note: If you select Surround sound and do not hear audio, you should select Stereo—some televisions and audio receivers do not support surround sound.

Emergency Alert System

The Emergency Alert System (EAS) is a national public warning system which requires broadcasters, cable television systems, wireless cable systems, wireline video providers, satellite digital audio radio service providers and direct broadcast satellite service providers to make their communication facilities available during a national emergency. EAS is also used by state and local authorities to deliver important emergency information (such as severe weather warnings) to targeted geographical regions or areas.

National Emergency

In case of a national emergency, the set-top-box will auto tune to a channel designated by TDS and remain there for the duration of the message. You will not be able to tune away, hit menu, or do anything until the message is finished. The set-top-box will seem unusable until a termination message is sent.

Local Emergency

For local emergencies, a screen will appear during programming with an overlay describing the warning. The EAS audio will also be heard. To dismiss the message, push **Exit to TV** on your remote.

Multiple-Stream Households

High-Definition Streams

Video programs—whether they are live television programs, PPV offerings, or VOD programs—arrive in your home by traveling over the network. TDS assigns each household a minimum of two high-definition (HD) streams and two standard-definition (SD) streams. Each stream can deliver a single program at a time to the set-top boxes in your home.

If you try to use more streams than you have available, a conflict occurs, and you are prompted to resolve it. For example, if your home has three set-top boxes and three streams, a conflict would occur if two people watch live TV and two other programs are scheduled to be recorded. In this case, TDS TV prompts you to resolve the conflict by freeing up one of the streams.

If two or more set-top boxes are tuned to the same program, only one stream is used. For example, suppose your home has three set-top boxes and three streams. If people are watching the local news in both the living room and a bedroom, only one stream is used, leaving two streams available for recording shows or watching other live television.

If you try to watch more HD programs than you have HD streams, a conflict occurs. You can choose which programs you want to watch in HD; the other programs are delivered in SD.

Similarly, if you try to record more simultaneous HD shows than you have HD streams available, you are prompted to resolve the conflict. Once again, you can choose which programs to record in HD, and you can record the other programs in SD.

An HD stream can be used to view and record SD shows, if the stream is not needed for HD programming. For example, if your home has two SD streams and one HD stream, you can record three SD programs simultaneously, or one HD show and two SD programs. (If you record an SD program, it is always recorded in SD, even if it's delivered over an HD stream. By contrast, if an HD program is delivered over an SD stream, the HD program is shown and recorded at standard definition.)

Resolving Multiple-Stream Conflicts

To change channels to an SD channel when household streams cannot be interrupted, do this:

If you try to tune to an SD channel when all streams in your home are being used for recording or VOD programs which cannot be interrupted, an alert is displayed.

You can choose from two options:

- **Stay on Channel**. The message is dismissed and you stay tuned to the current channel.
- **Select a recording**. The Recorded TV screen is displayed. You can change the recorded program or cancel one of the programs that are currently being recorded.

If you attempt to change the channel to an SD stream when all streams are being used in your home and there is a stream available that can be interrupted, a different alert is displayed. And you can choose from three options:

- **Stay on Channel**. The message is dismissed and you stay tuned to the current channel.
- **Select a recording**. The Recorded TV screen is displayed. You can change the recorded program or cancel one of the currently recording programs.
- **Interrupt a TV**. The Interrupt confirmation message is displayed. If you choose to interrupt a stream, a confirmation message appears. You can choose to interrupt or not interrupt the program. If you choose to interrupt it, a stream is taken from the set-top box whose remote has been inactive the longest.

You can also turn off another TV receiver in your home.

NOTE: A similar alert message will appear if you attempt to use more streams on a single set-top box than that box is permitted to use.

If you attempt to change channels to an HD channel when all HD streams are in use, a conflict screen appears.

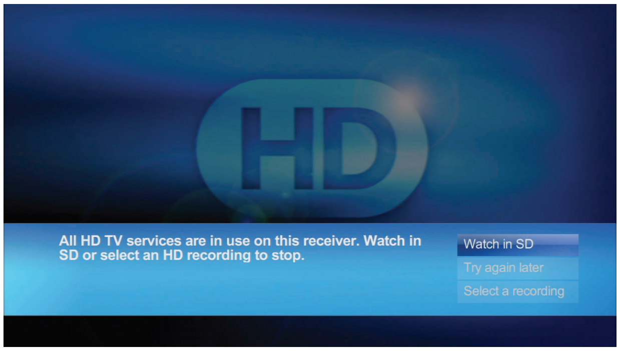
You can choose from three options:

- **Try again later**. If a stream is available, the full screen video is displayed.
- **Select a recording**. The Recorded TV screen is displayed. You can change the recorded program or cancel one of the currently recording programs.
- **Interrupt a TV**. The Interrupt confirmation message is displayed. If you choose to interrupt a stream, a confirmation message appears. You can choose to interrupt or not interrupt the program. If you choose to interrupt it, a stream is taken from the set-top box whose remote has been inactive the longest.

NOTE: A similar alert message will appear if you attempt to use more HD streams on a single set-top box than the box is allowed to use.

If you attempt to change channels to an HD channel when all HD streams are in use, HD channels display the following screen.

If you press the **OK** button, following alert is displayed:



All HD TV services are in use on this receiver. Watch in SD or select an HD recording to stop.

You can choose from three options:

- **Watch in SD.** You will be tuned to the standard definition channel.
- **Try again later**. If a stream is available, the full screen video is displayed.
- **Select a recording**. The Recorded TV screen is displayed. You can change the recorded program or cancel an in-progress HD recording to free up an HD stream.

NOTE: A similar alert message will appear if you attempt to use more HD streams on a single set-top box than the box is allowed to use.

NOTE: To better manage in-home bandwidth, the set-top box will automatically go into standby after 8 hours of inactivity.

Error Messages

Occasionally, the TDS TV system may encounter a problem and display an error message on your television.

Explanation

Error messages can appear when you try to perform an operation that's unavailable or not allowed.

The message may ask you to try the operation again later, or it may display a screen with one or more options you can select. For example, if the VOD service is down when you try to rent a video, you may see the following message:

> "Video on Demand is temporarily unavailable. Please try again later."

Recommended action:

1. Follow the instructions in the message.
   - If the message suggests retrying the operation later, wait several minutes and retry the operation.
   - If the message displays a screen with options, use the arrow buttons on your remote control to select the most logical option, and then press **OK**.
2. If you cannot resolve the problem within a reasonable time (such as 30 minutes), call TDS at 1-866-44-TDS TV (1-866-448-3788).

   Be prepared to give your service provider the following information:

   - What you were trying to do.
   - What went wrong.
   - The text of the error message that appeared.
   - Any error codes contained in the message.

FCC REQUIRED INFORMATION

Products and Services Offered
TDS TV Basic service offered by TDS Telecommunications Corp. ("TDS") is the lowest level of service available, providing 20 or more channels. It includes local programming and may include franchise-required channels. Programming varies by community and is subject to change at any time.

TDS TV Expanded provides additional channels to the Basic. A customer must receive Basic to be eligible to receive Expanded. Subscription to Expanded also includes Music channels.

TDS TV Expanded Plus provides additional channels to Expanded. A customer must receive both Basic and Expanded to be eligible to receive the Expanded Plus. Subscription to Expanded Plus also includes Music channels.

High-Definition (HD) programming is offered with Basic, Expanded, and Expanded Plus for an additional monthly technology fee and requires a HD set-top box.

Premium Channel subscriptions, like HBO®, Showtime®, Cinemax®, and STARZ®, are offered for an additional monthly charge.

In addition to the programming services, TDS TV may also offer (at an additional monthly charge) the rental of set-top boxes, DVR service, Video-on-Demand, Pay-per-View service, high-speed Internet service, and telephone service.

TDS continually reviews programming options and frequently updates the channel lineup. For the most current information about programming included in the above tiers, please visit our Web site at www.tdstv.com.

All TDS TV tiers require a set-top box for each television. The electronic program guide is included with any TDS TV subscription.

Billing Terms and Conditions
Services are provided at the rates and terms set forth by TDS at www.tdstv.com and by local tariff, if applicable. All bills are due 30 days from date of bill. If allowed under applicable tariff, a late charge of 1-1/2% per month, or the highest permissible amount chargeable by law, whichever is less, may be charged on any unpaid balance owed to TDS that remains unpaid for 30 days or more after the date of the bill. For current pricing and availability of TDS TV products and service, please visit www.tdstv.com or call us at 1-866-448-3788.

Requesting Service
Customers can request TDS TV service by calling 1-866-448-3788 or by accessing information on our Web site at www.tdstv.com. Upon receipt of request for service, customers will be advised of installation details and pricing information.

TDS does not require a downpayment or deposit to get service. However, deposit payments may be required when possible fraud is suspected.

TDS bills services in advance. Customers may see more than one line with charges per service listed. This is true if the new service covers more than one invoicing period.

Information about reading a TDS bill is available at www.tdstv.com.

Installation
All installations will be scheduled a minimum of 5 business days from the time of order. This allows processing, network readiness, and underground line location to be complete. Typical installations at the home will take 4–6 hours. A person 18 years of age or older must be present for the installation.

Access
Access to the customer premise is necessary. By ordering service, TDS has the right to enter your property at the service address to install service, audit, and repair and/or maintain equipment. By accepting service, you also grant TDS any easement or rights-of-way needed to render services to your property. If TDS is unable to gain reasonable access to your property to initiate or maintain service, TDS reserves the right to discontinue service. Additionally, if you rent your residence, your landlord may need to provide permission prior to installing our IPTV facilities. If customer is not able to gain permission from the owner and/or controlling party, TDS is not obligated to provide service.

Home Wiring and Equipment
For new and existing single unit installations, the wiring from the demarcation point, as defined by the Federal Communications Commission (FCC), shall become a fixture to the realty upon installation.

A Field Service Technician will assess wiring requirements at the time of installation and inform the customer prior to work being performed. Additional wiring may be subject to normal labor rates and billed for the first hour, then in 15-minute increments.

TDS provides a defined quantity of set-top boxes to be installed and wired with the initial installation of TDS TV service. Specifications about the installation can be found in promotional disclaimers and at www.tdstv.com. Customers may order additional set-top boxes for an additional monthly rental fee. If a customer requires additional TV locations or adds set-top boxes after the initial installation, normal labor rates will apply and be billed for the first hour, then in 15-minute increments.

The set-top box or boxes and residential gateway are provided to the customer for use in connection with the receipt of the TDS TV service, and remain the property of TDS. Upon any termination of the service, customer agrees to return all set-top boxes (including remotes and any other related equipment provided) and residential gateway in good working condition to TDS, or the customer will be responsible for the full cost of the equipment. The customer is responsible for any damage to set-top boxes or other equipment provided by TDS.

Rental and Leased Properties
If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow TDS and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations TDS deems appropriate for the work to be performed.

You acknowledge that TDS may use existing wiring, including altering the wiring and removing accessories, located within your unit ("Inside Wiring"). You warrant that you own or control the Inside Wiring, and give TDS permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this document, you agree to indemnify TDS from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Services.

Reporting a Problem
If the customer has a technical problem related to the TDS TV network, no charges for the trouble call will apply. In all other cases, and where the problem is a result of unauthorized tampering with equipment owned by TDS, a trouble call charge may be assessed. To report a problem with your TDS TV service, please call 1-866-448-3788. For non-urgent TDS TV problems, visit www.tdstv.com.

Using TDS TV
Information on how to use TDS TV services can be found in the TDS TV User Guide, which is provided at the time of the installation. For the most current User Guide, please visit www.tdstv.com.

TDS TV Programming
A channel lineup for your community is included in the installation kit. For the most current channel lineup, please visit www.tdstv.com.

Problem and Complaint Procedure
The TDS help desk is available to assist with any problems 24 hours a day, 7 days a week. Local Field Service Technicians are available to address service-related issues requiring a home visit Monday through Friday during normal business hours. To report a problem, please call 1-866-448-3788 to determine if your problem can be resolved over the phone or if it requires a home visit.

TDS follows the Customer Service guidelines set forth by the FCC. TDS makes all attempts to resolve issues using our local personnel. If, after working with local personnel, a customer has an unresolved complaint with service or equipment, write a brief explanation of the complaint and actions taken and mail it to our corporate office:

TDS
ATTN: TDS TV Product Support
525 Junction Rd.
Madison, WI 53717
Or email it to tdstv@tdstelecom.com.

The local franchise authority is also available to help resolve complaints and ensure compliance with laws and regulations. Please consult the local franchise authority listed in the TDS TV section on the monthly bill statement.